

WALKDEN AND LH PCN

PATIENT PARTICIPATION GROUP MEETING

DATE	20.04.2023	TIME	11am	CHAIR	Zain
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PPG MEMBERS			
Derek - WMC	Marlene - WMC	John - WMC	Zain – PCN
Karen - LMC	Hollie - EMC		

TIME	ITEM	OWNER
11am	Welcome and introductions	Zain
11:15am	<p>Old business and approval of last meeting’s minutes</p> <p>Zain openly admitted that this meeting had not been running efficiently or effectively. We should already have a list of meetings going forward, we should be sharing the agenda in good time before the meeting and the minutes should be circulated in better time.</p> <p>The following was agreed after discussion –</p> <ul style="list-style-type: none"> - To distribute dates for the next 12 months - The length of the meeting to be set at 1.5hrs per meeting - Minutes should be reduced in size and distributed within 1 week of the meeting - Publish the minutes of the meeting on the PCN website (for this reason we agreed to use first names of attendees only in the minutes along with the respective organisation they are attached to) <p>There will be a 6-month review of the organisation of the meeting to ensure it is running as efficiently and effectively as possible. Zain proposed, to increase engagement on specific</p>	Zain

TIME	ITEM	OWNER
	<p>matters, that we would hold online public forums when necessary. This idea was agreed by all.</p>	
11:45am	<p>Increasing engagement</p> <p>We discussed using all forms of communication for the meetings, including Teams/Zoom, to ensure all groups felt included. To increase attendance, we will proactively market the meetings within the local community – libraries, schools, council buildings.</p> <p>Eventually we'd like to invite other members of the community such as councillors.</p>	Zain
11:50am	<p>Terms of Reference</p> <p>Zain briefly discussed the roles and responsibilities of this group, that while personal experiences are relevant this is not the forum for personal grievances against practices as we are unable to fix them here and these should be directed to the individual practice.</p> <p>Zain would like to bring a dashboard of baseline practice and PCN data to each meeting for the group to review. John would like to see data that is meaningful and provides a holistic picture not just snippets. Hollie and Karen explained that all practices, though providing the same service, do not function in the same way and so that must be taken into account when reviewing the data.</p>	Zain
12:00	<p>Updated GP Contract 2023/2024</p> <p>A new contract is being imposed on GPs in England, though this has yet to pass through Parliament. The hot topic of the contract is access to GPs, using data from the National GP Survey and Friends and Family Test, PCNs are expected to produce improvement plans. This must include patients being assessed when they contact the practice and signposted appropriately or given an appt with the GP within 2 weeks.</p> <p>Discussion regarding the roles of receptionists in this and how they too are bound by confidentiality rules. This needs making clear to patients to provide assurance and build trust between the patient and receptionist.</p>	Zain

TIME	ITEM	OWNER
	<p>Discussion around the increased amount of work this will generate for practices and what is expected of senior partners/staff within practice/PCN. Reception will need in depth training and support to carry out this care navigation, and patients will have to be understanding of the length of time this process will take when waiting to get through on the phone. The discussion led onto the salaries of GPs and the expectation of working hours for GPs, this was deemed not appropriate for this meeting and so the discussion was brought to a close.</p>	
12:15	<p>AOB</p> <p>Derek asked for clarity on the Mental Health Services within the PCN. Zain explained that we now have a community mental health practitioner that practices can book directly into. This led onto a discussion regarding the collation of a Directory of Services that practice could utilise and would enable practices to signpost patients to the many local community groups available. All agreed this was a good idea.</p> <p>Zain explained the new Care Coordinator roles within practice and that Walkden L/H has advertised for 6 full time Care Coordinators.</p> <p>Zain suggested that once the group was established, a patient chair is elected. All agreed.</p> <p>John raised engagement and it needing to be improved. Hollie asked the group if they had any other ideas to improve engagement. Marlene felt, from personal experience, the only way to improve engagement was to invite people directly. Practices have tried all sorts of methods to improve engagement and will continue to do so. Zain suggested a video diary from one of the members to encourage other members – this can be looked at in time.</p> <p>Meeting ended 12:20pm.</p>	All

ACTION LOG

DATE	ACTION	OWNER	DATE COMPLETED
20.04.23	Structure of PPG and functions (Terms of Reference) to be drafted	Zain	
20.04.23	Dates of meetings for the next 12 months to be shared	Zain	
20.04.23	Compile a dashboard of baseline data to bring to each meeting	All practices	
20.04.23	Increase PPG engagement communications across the locality	PCN admin team	