

**PENNYGATE MEDICAL CENTRE
109 LADIES LANE, HINDLEY
HINDLEY, WIGAN, WN2 2QG
MINUTES FROM PPG MEETING HELD 06.06.11 at 6.00PM**

Present:

Staff: SG NP CK VJH

Patients: BF GC DG GS JG KD LH MC SF FC

Agenda Items	Summary	Actions	Lead	Deadline
Welcome to PPG Meeting	Welcome everybody to our very first patient participation group and Thank you for attending.	N/A	N/A	N/A
Introductions	All Staff and Patients introduced their selves	N/A	N/A	N/A
What is a patient Participation Group	<p>So what is a patient participation group... A patient participation group is a collection of people with a desire to make a difference. Every PPG is unique, evolving to meet local needs. Within the group patients can give their perspective on services provided. It is also a chance to improve communication.</p> <p>Some of the main areas which the PPG will look at are:</p> <ul style="list-style-type: none"> • Contributing to the continuous improvement of services. • Improve communication between the practice and it's patients • Help patients to take more responsibility for their health 	N/A	N/A	

	<ul style="list-style-type: none"> • And to provide practical support and help to implement change. 			
Ground Rules	<p>At every PPG there will be ground rules which include:</p> <ul style="list-style-type: none"> • The PPG is not a vehicle to resolve personal issues • The PPG is not a complaints service - all complaints should be directed to the PM in writing. • Some effort is required by the practice staff to get the PPG going but thereafter the meetings should be patient led. BF advised he would provide some council rules for next meeting. 	BF to bring in ground rules used at his meetings.	BF	Next PPG
Appoint A Chair Person	<p>I understand that the PPG will require a chair person for each meeting and would like to take this opportunity to see if anyone would like to take the lead as chair person? I have received interest from GS but would like to offer the opportunity to all would you like to rotate chairing the meeting or stick to 1 or 2 leads. GS advised that she could facilitate however could not chair every meeting as she has other responsibilities. After group discussion it was agreed that BF would chair meetings and GC would be vice chair.</p>	BF to chair meeting GC to be vice Chair and GS facilitator	N/A	N/A
Network Liaison Group	<p>NLG comprises of 16 on the steering group. There is also an Enter and View team which has 10 members and each have received training. At present there is training available for anyone interested. This enter and view group is involved in</p>	Any interest in joining NLG or Enter and View should see GS	GS	N/A

	<p>looking into the service at care homes but is also looking at hospitals GP's and Dentists. Discussions lead to Care Quality Commission Group and that fact that certain patients had no faith in the service. It was advised that complaints regarding this should be directed to the team and couldn't be dealt with by the PPG. SG provided brief overview of consortia and explained that there are 4 practices within our consortia and they have discussions around prescribing and costs etc.</p> <p>GS advised that Atherleigh hold events where they talk to different people in meetings and also advertise on the notice board on Liverpool Rd. GS advised she will look further into what Atherleigh are doing and inform the PPG.</p>	GS to advise PPG what Atherleigh are currently doing		Next PPG
Any Questions	<p>Internet booking service is not working properly – SG advised that this should be passed to AB reception Manager who can look into.</p> <p>Is there a problem with the phone line as it is time consuming getting through and also 0845 number – SG advised that we have not had reports of a problem with the phone line and any problems should be reported to AB. SG advised that the phone line is 0844 and that calls are charged at local rate and should be similar to a BT call.</p> <p>A suggestion was made to advertise the Group at the Wigan Leigh Carers Group which will be looked into.</p>	<p>All Queries re phone lines to be directed to AB</p> <p>NP / SG look into advertising the PPG</p>	N/A	N/A
Any Points to be discussed with Clinicians	Praise given to the GP's and the service that patients have received.	SG / VJH to feed back to clinicians	SG / VJH	Next PPG
Date of next meeting:	Next meeting to be held Monday 4 th July at 6:00pm at Pennygate Medical Centre	N/A	N/A	N/A
A.O.B's	NP to send a letter to all patients confirming her email address,	NP to send letter	NP / PPG	2 Weeks

	<p>patient can then email NP so NP can create a mail list of patients involved in PPG. NP can also circulate email list to all PPG members as patients confirm they are happy for this. NP will send minutes of meetings along with information leaflets via email rather than sending out high volumes of paper.</p>	<p>to patients</p> <p>All PPG to email NP</p> <p>NP to email patients minutes and leaflets</p>	<p>members</p>	
--	---	--	----------------	--