

DUKINFIELD MEDICAL PRACTICE - PATIENT PARTICIPATION GROUP

ANNUAL GENERAL MEETING held on 21 January 2020 at 6.30 pm at St John's Church Centre, Dukinfield

Present:

Amrit Mistry, Geoff Hill, Kath Ratcliffe, Norman Liggins, Ted Thorpe, Kath Smith, Gillian Hague, Mary Murray, Gillian Eckersall, Beryl Broadbent, Marjorie Mellor, Marion Higgins, Laura Oldham, Keith Haresceugh, Sheila Frith, Colin Hearnshaw, Judith Hearnshaw, Stella Mungaila

Apologies for absence:

Brian Malpas, Cath Clayton, Chris Eckersall, Christina Andrew, Diane O'Brien, Florence Baker, Jacqueline Parry, Jeffrey Hodson, Jennifer Bates, Joyce Jones, Kathleen Morris, Paul Whitworth, Sue Hough, Susan Allen

Julie opened the meeting by welcoming those present. It was heartening to have a good attendance. The aim was to start and finish promptly. A change to the schedule was announced; the presentation would now be made to the next PPG meeting. She introduced Geoff Hill, Sheila Frith and herself, outlining their current roles.

Approval of Constitution

Current progress towards reinvigorating the PPG was outlined. We are now members of NAPP (The National Association for Patient Participation) and this requires us to have a Constitution in place. Geoff pointed out two minor changes to the draft document previously distributed,

- the amount of notice required to call an AGM
- Prompt start and behaviour requirements

These changes were agreed.

Nomination of Officers

NAPP requires this group to have a Chairperson, Secretary and Treasurer. The following nominations for these posts had been received:

Chairperson: Marion Higgins

Secretary: Geoff Hill

Treasurer: Amritlal Mistry

As no other nominations were received, these people were duly elected to those roles.

The Practice is represented on the Group, and in general, this would be Julie Pregnall. It was acknowledged that occasions could arise when other members of the Practice team might be invited and it was agreed that, time allowing, this could be arranged.

Nominations for Core Group

Discussion took place concerning a core group of people who are able to attend meetings at any time in order to have consistency, whilst at the same time having members who aren't able to make

that commitment but want to give their time, skills and experience as and when they are able. This will be an item for the next meeting of the PPG in February. There was a strong view that this should not be a “tick box” exercise, but that the group should be a strong part of the patient voice, recognising where services need to be improved and recognising and acknowledging good practice. Where people cannot attend meetings regularly, it is important to communicate effectively with them to keep updated with the Group’s work.

Practice Survey Results

The project had initially started in August 2019. There was low take up initially. This was followed on by a personal approach with face to face interviews in the waiting room. Findings and results of the survey were presented to the meeting and copies distributed. Various questions from the floor were raised and discussed relating to:

- the length of time the phone can remain unanswered and how incoming calls are handled
- Use of the online system, particularly in relation to booking appointments
- Appointments are released 4 weeks in advance

Some interesting points were made and it was agreed that these could be taken forward as items for discussion at PPG. Experience of good practice elsewhere would be welcomed. Julie advised that the Practice is investigating more technologically based approaches. As these ideas take shape and their application becomes clearer, the Practice will bring them to PPG for discussion.

NHS Video

A brief video titled “Right Access: The Patient Journey” was shown. Julie expanded on the points raised in the video where they related to DMP saying she was pleased that we are quite close to achieving some of the aims. The PPG could be instrumental in bringing this to the wider audience. It was suggested that a newsletter could be helpful and it was acknowledged that the practice of issuing quarterly newsletters was currently taking place. It was also recognised that other means of communication are needed; effective communication is probably one of the most important issues for any organisation. Julie then briefly outlined the GP contract and commissioning arrangements.

Thornton PPG Video

A short video from the Practice which was recognized by the NAPP to have the most effective PPG in the country during 2019.

Julie closed the meeting by saying that all PPGs are different. We should aim to be an effective forum

The meeting closed at 7.30 pm.