# Meeting Minutes

# Welcome to all in the room, Apologies sent prior to meeting from non-attendees.

# Introduction- Explanation of what the “PCN PPG” is and how it will work going forth.

# After each point was discussed from the agenda the PPG members were seated and we started a Q&A- Actions and answers below.

# Q- *After doing patient questionnaires and the data is collected, and anonymized would it be possible to share that for all 4 practices with PPG?* -A. *Data is kept internally and would have to consider what could be shared. However happy to share suitable information and consultation results. This could show baseline information, show any changes and improvements. It could also show initiatives that have been tried, what worked and what didn’t work.*

# *Q. Will the new joint PPG (across 4 practices) have Terms of Reference?* -A. Yes, happy to build this on existing Terms of Reference from previous groups. ACTION- This has since been created and is ready to be sent out prior to the next meeting.

# *Q. How will the newsletter be distributed--*A. The paper newsletter will be at reception in each practice. It will also be distributed more widely through local libraries and some shops. This is expected to be available at the end of August. A website is being developed as a single platform for all PCN information. The electronic newsletter would also be put on this site and those of the 4 practices. ACTION- A delay had occurred in the process of publishing the minutes and newsletter the timescale originally given was incorrect and will be rectified for all future meets. Apologies given to all PPG members.

# *Q. Will there be staff to support extended hours service? --*A. Resources and finite. However, core hours will be maintained. It may be that some early morning hours, or Sunday hours are reduced to facilitate the extended hours service. Also, this may be delivered collectively across the 4 practices, so we make the best use of the resources we have. ACTION once this is completed and finalized this will be distributed to the patients.

# *Q. Not every patient is tech savvy. Will there be support for patients who are not able to use the NHS app? --*A. Discussed that they are looking for digital champion from amongst other patients. Discussed the possibility of linking in with other services such as libraries that offer digital support. Mentioned that kerry ran a campaign on the NHS app and reassured that use of this for prescriptions would be voluntary. ACTION to deliver more he;p sessions on the NHS APP.

# *Q. Will booster clinics be central as before--*A. Yes, they will be held at your GP practice. Explained that they are hoping to find out this week when the vaccines will be delivered. Explained that the Flu and new Covid vaccinations can be given at the same visit. Explained that surgeries will be looking for volunteers again, that this had proved invaluable last year. ACTION- clinics already planned and set and taken place from end of September

# *Q- How will the newsletter be distributed?* A-Kerry mentioned about Social Media platforms, website, including possible developing PCN

# website. Also printed versions for reception and community-based buildings/establishments. ACTION- To be completed and distributed by the end of September.

# *Q-Viaduct Care – where does fit into the running of the practices?* A-Sylvia explained the collaboration between Viaduct and the PCN, including what a GP federation is and how it works. ACTION- Care coordinators to be more vocal and what viaduct is and how they work and are involved.

# *Q-Any plans to do promotional IT NHS app, could patient volunteers be used?* A-Kerry answered discussed digital champions, agreed good idea, something to think about. Sylvia gave a yes to any Gatley pt’s willing to volunteer would be very welcome.

# *Q- How are DNA managed?* A-Practice managers shared problems of missed appointments and discussions about how to minimize this happening in the future. Pete shared pre booked appointments have the highest DNA results. Michelle suggested highlighting the issue in next newsletter. Feedback on notice board about how many appointments are missed. ACTION- This has already been shared on the socials for 2 out of the 4 practices the rest will be shared at a later date.

# *Q-New house development that will results increased patient demand.* A-Practices have not been informed, but are expecting a raise in new patients, meetings to sort this out on the horizon. Lead to discussion regarding recruiting more staff and the difficulties faced in the current climate.

# Meeting ended 7.45pm.

# The next meeting will be held in Gatley Medical Practice in November. Dates and invited to be sent a month prior.