**PPG (Patient Participation Group) meeting**

Tuesday 7th September 2021 at 2pm

Location – Padgate Medical Centre

Chair: Andrea Catterall (Practice Manager)

Minute taker: Rebekah Cooke (Assistant Practice Manager)

Attendees: Mr Hatton, Ms Clemow, Mr Jenkins.

Attendees confirmed, and a brief introduction of what PPG aim, and objectives are and that the PPG Group is not a forum for complaints.

**Staff**

* Expansion of the Nurse Team with the addition of a GPA (GP assistant)
* Management has remained the same with one Practice Manger and one Assistant Practice Manager.
* Currently no ANP (advanced Nurse Practitioner) in Practice and no plans to recruit.

**Contracts**

* Contracts – **DES** (Direct Enhanced Service) and **PCN** (primary care network) for the East of Warrington. We are working as part of the DES and PCN meaning that the current work has a bigger footprint for approx. 30,000 patients. Various additional roles are funded to join the practice such as CP (Clinical Pharmacist) FCP (First Contact Practitioner/Physiotherapist) Pharmacy Technician, HWBC (Health & Wellbeing Coach) and Social Prescribing Link worker. The ARRS roles are here to support practices with non-medical issues for example – housing issues, financial difficulty, social isolation, craft/walking groups etc. Help and activities that GP’s do not have experience with.
* FCP Service (physiotherapy) have updated Padgate with their progress and further to patient surveys, patient preference is face to face appointments. Waiting times at Bridgewater were up to 6 months and have now significantly reduced since FCP service commenced.
* eConsult – education and updates regarding electronic consultations and how the eConsult is processed. Received in practice, put to triage and GP reviews the documents and informs reception team of appointment date whether it be telephone consultation or face to face. Internally we have seen much improvement in patient care. Gone are the days of the telephone lottery at 8am every morning for an appointment. Now we review each patient via eConsult or for patients who are exempt from eConsult such as elderly, learning difficulty, visually impaired – we follow our own triage template. So that, every patient is triaged and given a response rather than the historic “*I’m sorry all the appointments have gone for today, call back at 8am tomorrow!”*
* Newsletter/Website/FB – patients wish for information to be shared such as appointment information and information explaining why the eConsult has stopped at 6.30pm. This has been acknowledged by management and will plan to create a document to publish.
* Plans and development – Woolston (branch surgery) currently controlled access and we have changed the waiting room into an Admin hub in order to facilitate more room at Padgate as we are training practice as have welcomed 2 new GP trainees alongside the additional roles directed from the DES contract. Any development takes a significant amount of time.

Next PPG meeting planned for **Tuesday 30th November 2021 at 2pm.**