



THE VALLEYS MEDICAL PARTNERSHIP PPG

Date: 23rd February 2023 @ 6.30pm

Venue: **Meeting held at Gosforth Valley Medical Centre**

1. Chair welcome

Attendance & Apologies received

Present: Glyn Jones (Chair) Dr Moss- GP Partner Carole Mason Practice Manager Shelley Hinson John Needham Andrew Watson Mary Milner Wendy Jones Pat Boyle Sarah Bond Helen Lane Adrian Hubbard Margaret Askham (minutes)	Apologies: Ryan Bond Mike Kirby Evelyn Kirby
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Apologies were received from several members (these are noted – see above).

2. Carole Mason Practice Business Manager

Carole introduced herself to the Meeting outlining her career background in education along with her aspirations for her new NHS role as Practice Manager at The Valleys Medical Partnership.

She sees the Patient Participation Group PPG forum as critical wanting to see the group grow so is committed to working together.

3. Minutes of the Previous Meeting 8th September 2022

The Chair apologised for cancelling the last meeting at short notice but the pharmacist from Peak Pharmacy was unable to attend. It was felt inappropriate to invite another representative.

4. Matters arising from the previous meeting

A discussion followed about Batch Prescriptions and the trigger for instigating the Annual Review process. It was noted that clarification of the system was needed to ensure that the Patient was not left without a prescription.

Action: Carole Mason

The minutes 8th September 2022 were approved as an accurate record

5. Practice Staffing Update : Action Carole Mason

There has been new staff appointed at both Moss Valley and Gosforth Practices. Staffing issues have been resolved with all vacancies filled (or pending interviews).

6. Annual Reviews -an overview and explanation of the process

Those patients eligible for an Annual Review will be invited in alphabetical order by surname .

It was noted that some patients can end up with two reviews if they need health checks such as bloods or blood pressure checks and a medical review. It was suggested that may be these appointments could be synchronised to happen on the same date.

Action: Dr Moss suggested that a holistic approach needed to be adopted depending on what needed to be reviewed.

Concerns were expressed that items not required were still automatically dispensed on a batch prescription and then could not be returned to the pharmacy once dispensed. The batch prescription system was not consistent

across both practices as patients were asked at Moss Valley what items were required.

7. Annual Patient Survey

The last survey undertaken was pre Covid so the data was very much out of date.

New survey information is required but the way it was previously collated is no longer possible as footfall to the surgeries has fallen through changes effected by Covid.

As a true cross-section of the patients view point is needed it was suggested that

- An online survey could be put out to patients asking any relevant questions
- PPG members could physically hand out a Patient questionnaire asking for the forms to be completed and then returned

This exercise could be useful to promote the PPG

Action: Glyn Jones to liaise with Carole Mason

8. Day of PPG Meetings

A discussion took place about a suitable day for PPG meetings to be held. Certain members are unable to make particular days. The idea to have different days was muted. The next meeting will remind on Thursday at Moss

9. Any other Business

- Helen Lane with Carole Mason to work on leaflets newsletter website and notice boards to attract more interest in PPG. Concerns were expressed that Moss Valley were under represented.
- Triage concerns: Patients contacting the surgery are triaged by a doctor and directed to the appropriate pathway. On the whole this was working well but concerns were expressed about requests for photo information as this is not always easy to do. Since using triage non attendance at appointments had fallen.
- Flu and Covid Vaccination: Text message information was not always helpful as no alternative days were given for these vaccinations.

- **Action :** check Patients up to date telephone contacts. New system for text reminders is to be used. Review telephone introduction
- What does “normal “ look like for Patients after Covid: The system is continually evolving to include a variety of possible pathways such as face to face consultation as well as telephone appointments. Some positive changes need to be kept. Patients need to understand what has been learned from Covid and how we can move forward. Patient information is required to let patients know what to expect.
- At the next meeting: it was suggested that 3 things could be captured to be taken forward into the next 12 month period. **Action:** Carole Mason

Member Quote:

“ The way it’s working now is better than it’s ever been.”

Request for Moss Valley member to take the minutes of the next meeting

Action: Andrew Watson

Both practices were thanked for what they were doing and Glyn Jones was thanked for chairing the meeting.

10.Date of Next Meeting: Thursday 18th May @ 6.30pm at Moss Valley