



**Woodside Medical Practice  
Patient Participation Group Meeting  
Minutes - Date: 23 February 2017**

**Present:**

DC – Woodside Patient

DW – Woodside Patient

JS – Woodside Patient

K A – Practice Manager

**Apologies:**

ITEM DISCUSSED	ACTION BY WHOM / WHEN	UPDATE
Group discussed content of last PPG and KA discussed actions that have been taken.		
KA updated the group on the progress the practice have made with the digital signage in the patient waiting area – explaining that it was possible and reasonably straightforward to produce, change and update the part of the screen that is based on a power point slide but was not possible to adjust the speed of the ticker messages at the bottom of the screen.		
DW advised he had visited and been in contact with the practice team and Oakengates Limes Walk with regard to their practice PPG and was awaiting further contact		
DW advised he had written to the local policing team in Madeley – sending them details of WMP PPG and a recent set of minutes. DW was disappointed, that following and initially receptive response, from PC Cole and the PCSO Strong, whom he spoke with, they had made no further or follow up contact with him.		
<p>DC raised an issue he and his wife had experienced during their visit to WMP last week. KA advised that PPG is not the place for discussions of individual, personal matters and advised DC if he wanted to formally comment or ask for a response from the practice, he could write to her or she would take the details following the meeting of the PPG.</p> <p>DC stressed that he raised the matter because he was concerned about KA having proper and robust processes and procedures to address such issues going forward, to ensure they do not occur again. DC raised concern / question whether the incident had arisen because the new member of the practice team was still undergoing training. KA reassured him, categorically that all procedures and processes were in place, were followed and are well known to the team. It is unfortunate that on rare occasions things happen that are beyond the control and influence of the team.</p>		
<p>KA advised the group she had a significant agenda item that she wanted to raise - for group discussion and hopefully for PPG support, going forward.</p> <p>KA gave overview of GP Forward View initiative (NHSE) and the national developments this is heralding.</p> <p>KA also gave overview of the local developments within the CCG in regard to practice mergers and locality working.</p> <p>KA then gave overview of the focus on patient engagement and the GP access agenda.</p> <p>Group discussed the various contextual elements, that sit around</p>		

<p>the question “what kind of access do you want for GP service”.</p> <p>The group had an extensive discussion about their concerns that if patients were just asked ‘do you want to be able to see the GP seven days a week, twelve hours a day’ – this is potentially misleading. There were concerns people may not realise the full implication that this may mean travelling to a different practice and / or seeing a different GP. together with it also meaning one’s usual GP may have less availability in the week for having covered these additional opening hours.</p> <p>The group are very happy to support the work around this going forward – especially in regard to working with other locality PPGs.. They are also engaged with the idea of ‘getting the full message out there’ when, if they hear discussions about ‘access’.</p> <p>The group will work with KA on future patient engagement activities as we learn more, and KA will feed back from locality sessions where appropriate.</p> <p>The WMP PPG have asked KA to take the following matters, back to practice and locality discussions, about patient access, as being issues for / of possible concern, when /if the 7/7, 12 hour access agenda is discussed:</p> <ul style="list-style-type: none"> <li>• Blood / urine tests support / wrap around services</li> <li>• X- ray access</li> <li>• MRI access</li> <li>• Chemists available locally</li> <li>• TAQs access e.g. for urgent referrals</li> <li>• Continuity of care</li> <li>• Impact on GPs, support staff, practice costs, etc.</li> <li>• Impact on other services, such as ShropDoc</li> </ul> <p>The group felt that the only real need, if indeed there was one, for access to GP care outside existing provision hours, would be for an urgent matter – which could be dealt with via other services or provision</p>		
<p><b>Any Other Business:</b> The group raised concerns regarding the recent mail drops by Pharmacy4You.</p> <p>We discussed this and KA categorically reassured the group the information this group purport to have access to (i.e. medical information and details of where patients are registered) is NOT accurate and has NOT been provided via the practice.</p> <p>The group have agreed they will correct people on this perception wherever possible</p>		
<p style="text-align: center;"><b>Many thanks to all those who attended or sent apologies for their continued support of the PPG, the Practice and our work together</b></p>		
<p><b><u>Date of Next Meeting:</u></b></p> <p><b>Thursday 06th April 2017 11.00am 11.00 – 12.00 pm – Please note this may be subject to changed dependent upon external matters</b></p>		