

# **Moss Street Surgery**

## **Notes of the Patient Participation Group Meeting held on Monday 28<sup>th</sup> February 2022 at 6.30pm at Moss Street Surgery**

### **Present:**

Helen Mcdonough	Patient Representative
Helen Stead	Patient Representative
Pam Smith	Patient Representative
Kay Rimmer	Patient Representative
Dr J R Gallimore	GP Partner
Tina Taylor	Practice Manager
Emily Gallimore	Assistant Practice Manager

### **1. Welcome**

Tina welcomed everyone to the meeting. It is nice to see everyone again since Covid has caused delays to the organisation of PPG meetings. We had offered the opportunity for the group to meet via Teams, however members felt that a face to face meeting is more valuable.

### **2. Apologies for Absence:**

Doug Smith (Represented today by Pam Smith)  
Paul Stevens, Patient Representative (Unfortunately cancelled due to Covid contacts)

### **3. PPG member changes**

Brian and Wendy Heathcote and Geoff Husselbee have decided to no longer be a part of the PPG. Elizabeth Partington is no longer a patient and has therefore had to step down from the PPG.

Group members considered emailing the members who had to left the group to pass on their well wishes, however it was noted that we had never made a group decision to share email addresses.

For future reference, all members present today are happy to have their email addresses shared between each other.

### **4. Impact on the PPG members and the practice during the past 2 years of a global pandemic**

We discussed how things have changed over the past 2 years. The surgery at one point had to adapt to telephone consultations being the norm, with patients being seen face to face where clinically necessary. We soon brought back face to face consultations and have worked on increasing the ratio of F2F to telephone consultations. We are now at a point where the consultation type is almost always down to patient choice. By doing this, we feel that we have not received complaints on the same scale that other surgeries have.

The group report that they have felt supported by the surgery throughout the pandemic and have not struggled to get appointments, including same-day appointments. They have also felt safe coming into the surgery.

There has been a greater emphasis on making use of local pharmacies, particularly during the pandemic. This is a great way for patients to access medical help quickly and to alleviate some pressure from GPs.

## **5. Promotion of the PPG**

Our PPG numbers have decreased and we would like to encourage more patients to join. Emily will promote the PPG on the surgery Facebook page, however there were worries that this wouldn't reach all demographics. We may advertise via a poster in reception but we are wary of adding too much clutter on the walls.

There were questions over the use of Facebook and how to view the surgery Facebook page. Comments can be added to Facebook posts with the assumption that they could be publicly viewed, however the surgery Facebook page is currently set up to initially hide any comments. It is also worth remembering that for those who are cautious of using Facebook, the surgery page can just be viewed as a news reel and no comments or 'likes' are necessary.

## **6. Cannock North PCN update**

Cannock North PCN is a group of 7 practices that work together. The PCN now employs its own staff to share between the surgeries for the benefit of our patients and to increase the skillset within our teams. We have a mental health professional, a pharmacy technician, a prescribing pharmacist and a social prescriber. We used to employ a physiotherapist who was an asset to the team, however she has now left and the PCN is in the process of recruiting a new physiotherapist.

## **7. Results of the GP patient survey 2021**

We are proud of our results in the most recent GP patient surgery. When compared with the local area average results and national average results, we have scored higher in almost all aspects. A link to the results can be found on our practice website but also below for reference:

[Patient Experience \(gp-patient.co.uk\)](https://gp-patient.co.uk)

## **9. Any other business**

It was raised that the patient-calling system in the waiting room has been quiet recently, which isn't helpful for those who want to read whilst waiting. This had already been noticed by Dr Gallimore and the volume has since been turned up.

## **10. Date of next meetings**

To be decided