

**Patient Participation Group**  
**Minutes**

**Friday 12<sup>th</sup> June 2024**  
**15:00am**

**Chair: Briana and Sophie**

| <b>Previous Minutes</b> |  |  |
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| <b>1.</b>               | <b>New Care Co-Ordinators</b><br><br>Introducing Sophie as Care Co-Ordinator.  |  |
| <b>2.</b>               | <b>Practice Website</b><br><br>Feedback from anyone that had viewed the practice website since its redesign in September 2023.<br><br>The only suggestion made is to add the PPG meeting minutes onto the website. This suggestion has been passed on.   |  |
| <b>New Agenda Items</b> |  |  |
| <b>1.</b>               | <b>Healthwatch Rochdale – Judith</b><br><br>Healthwatch are a service that work with patients in the Rochdale area to gather feedback about Health & Social Care services in the area. They offer magazines, yearly reports, surveys, online information, events, and independent advice. They also offer support to existing PPGs and to anybody considering joining a PPG. |  |
| <b>2.</b>               | <b>Primary Care Academy – Dr Tonge</b><br><br>The Rochdale Primary Care Academy work with local colleges and schools to educate young people on what career paths are available in Primary Care.<br><br>It also focuses on staff wellbeing and training current Primary Care staff to progress.  |  |
| <b>3.</b>               | <b>Dr Mahmood</b><br><br>Dr Mahmood (who currently only has sessions at the surgery on Thursday's and Friday's) is increasing his sessions at the surgery to a full-time position across the full working week.  |  |
| <b>4.</b>               | <b>BMA GPs Are On Your Side Campaign</b><br><br>The BMA have launched a new campaign that we would love patients to help us spread awareness of. It's called "GPs Are On Your Side".   |  |

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|  | <p>You have probably noticed that something is wrong – look at the difficulty you have in getting an appointment at the surgery and when you do get through, it may not be an appointment with a GP at all.</p> <p>Over ten thousand GPs and over one thousand practices have been lost in the past decade in England. The government promised us 6000 more GPs at the last general election, but the numbers are still going down.</p> <p>General Practice is collapsing. Every practice across England is struggling to keep its doors open. GPs and the team are exhausted and losing morale. No matter how many hours we work, we still can't see all the patients that need our care.</p> <p>Those GPs left working within the NHS are overwhelmed and undervalued and feel it is unsafe working in these conditions. When they leave, it creates a vicious circle where patients struggle to get access.</p> <p>We value our patients, and we know that most patients value us too, especially when they need us regularly. You know we can deal with most of your health problems, keep you out of hospital and have your best interests at heart. The problem is with the mismanagement of the NHS.</p> <p>GPs are experts in general medical practice. They train for over ten years to deal with complex problems, spot serious symptoms and decide when you need specialist help at the hospital.</p> <p>But did you know that the surgery receives just £107.57 per year for each patient, whatever their health needs, however many times they are seen by any clinician at the surgery. That is less than the cost of an Annual TV licence.</p> <p>We believe general practice deserves a bigger slice of NHS Funding so we can train and hir more GPs, deliver the services you require and make it easier for you and your loved ones to get appointments to see your GP and practice team.</p> <p>GPs want the same things that you do. We believe that nobody should struggle to see their GP.</p> <p>So how can you support the practice?</p> <p>In the run up to the election there will be lots of candidates from political parties knocking on your doors – use this opportunity to ask them what they will do to SAVE general practice. What will they do so you can see a GP in a local surgery when you need to?</p> <p>We want patients to stand side by side with us and call for a return to the GP services we used to be proud of.</p> <p>We need patients help in supporting our calls of Government to provide the funding for:<br/>More GPs</p> |  |
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|                           | <p>Morse Nurses<br/>More Staff<br/>Modern Practice Buildings<br/>More Appointments for Patients</p> <p>We know patients deserve better than this.<br/>General Practice has been broken. Help us to fix it.<br/>GPs are n your side.</p> <p><b>We are going to be sharing social media posts on this, as well as displaying posters in the waiting rooms and slides on the TV Screens.</b></p>   |  |
| 5.                        | <p><b>Middleton Women's Group / Menopause Leaflets</b></p> <p>There has been a group set up by Neelam, one of the Middleton Primary Care Social Prescribing Link Workers, which is held every Wednesday morning from 10am-12pm at Alkrington Community Centre. Topics of discussion at these groups include Menopause, Low Mood, Healthy Eating and Fitness, Social Isolation, Mental Health and Volunteering amongst others.</p> <p>At the last meeting it was asked if we could display leaflets on Menopause – we are happy for these to be displayed if anyone is able to obtain them and drop them in or order them directly to surgery or let us know where we can order them from.</p> |  |
| 6.                        | <p><b>Peterloo Facebook</b></p> <p>We have started using our Facebook page to promote services, health information, research studies we are participating in and updates about the practice. We also share information about events being held by the Middleton Primary Care Network and at the Middleton PCN Hub.</p> <p>It would be great if patients could follow up and help to share some of the posts so we can reach a wider audience.</p>   |  |
| <b>Any Other Business</b> |   |  |
| 1.                        | Dr Tonge mentioned a Pilates group run by the Primary Care Academy, I have asked for further details on this such as when and where it is held, and I will let you all know once I have this information.   |  |
| 2.                        | It was mentioned that sometimes messages such as the automated messages when ringing the surgery or when staff are leaving voicemails are not always clear, I have brought this to the attention of the manager to have a look in to.   |  |
| 3.                        | It was queried whether anything could be done about getting appointments at Peterloo if patients feel they are too unwell to travel to other locations. I have passed this on to the manager to have a look into.   |  |

**Next meeting: September – Date/Time to be confirmed.**