PPG MINUTES

Location: Firsway Health Centre –
Health Education Room
Date: 9th September 2026
Time: 12pm – 1pm
Facilitator: Dr Rimma Grant, GP Partner
Helen Eames, Practice Manager
Olivia Smith, Admin Manager
Dr Roshni Solanki – GP Trainee

Agenda Items

1. Welcome & Introductions

- Introduction of any new members or staff

2. Approval of Previous Minutes and Update on Outstanding Actions

- Review and approval of previous minutes
- Outstanding actions discussed -
    - Minutes from the meeting to be distributed in both Word and PDF format (HE) - completed
    - Finalise and implement the new pathway for home blood pressure monitoring submissions (HE) – OS advised BP monitoring links would be postdated to allow 7 days for monitoring
    - Care coordinator to email a patient group member with details of the Carers events. (IZ) – Advised not received email – HE will chase
    - Overhaul and update all practice noticeboards. (IZ) - completed
    - Update Data Protection Policy (HE) - completed
    - Create a patient guide for age-related health screenings. To be assigned to a trainee (RG) – completed and displayed in waiting room areas, to be added to website and Facebook. OS advised work ongoing regarding PSA testing awaiting formal approval
    - Provide feedback to the clinical team to include a link to the NHS website with text messages regarding cholesterol results/statin advice (RG) – completed

3. Practice Update (from GP/Practice Manager)

- Staffing changes

  Dr Sefton has returned from his sabbatical and has increased his sessions to all day on Mondays, Thursdays and Fridays.

  Dr Greaves will be going on maternity leave at the end of November. GP cover is being recruited.

  Dr Hunter has become a salaried GP following his trainee placement.

  Dr Pye will be stepping back from the Partnership at the end of September but will continue with some ad-hoc GP sessions.

- Flu and COVID appointments

  Original Flu vaccine order placed last year was cancelled. New supplier secured but vaccine delivery delayed to week commencing 12th October. Flu clinics which had been booked for the first two weeks of October have been moved back to 17th and 24th October. Walk-in clinics will continue as have been successful. The updated flu invite system to contact patients with only a landline worked well and will continue. Patients will be offered vaccinations if eligible when attending for appointments.

  COVID clinics will be offered after flu clinics completed, likely towards the end of October.
- Service updates (clinics, appointment systems, new services)
  a) Patient feedback

     Appointment system discussion regarding routine and urgent appointments. If a link is sent to request an appointment to be booked, this will be for a routine appointment. Routine appointments are monitored to ensure availability within two weeks. Same-day urgent appointments are triaged by our Reception team. The Reception team receive training and have been supported by a GP Partner providing refresher training when phone lines open. The Reception Team were praised for being polite, patient and helpful by the group.

     HE discussed sending feedback email to PPG members regarding appointment system, website and online consultation

4. PPG Project Updates

- Progress on ongoing initiatives (e.g., wellbeing events, surveys, newsletters)
  a) Wellbeing walks –
     Continuing every two weeks, alternating days (Tuesday, Wednesday, Thursday)
  b) NHS app champions and weekly drop-in sessions to all patients every Thursday 12-1pm. NHS App sessions supported by Age UK, appointments available on Friday mornings. Proxy access is available, and a family member can be added with consent.
- Planning for new initiatives
  a) Member of staff and continuing focus on research opportunities.
  b) Member of staff in a Care Co-ordinator role to focus on vulnerable patients, promote wellbeing and charity events for patients.
     - Carers coffee event, Veterans event, Foodbank, Don't Walk Past for the homeless charity donations, Learning Disabilities coffee events.
     - Veteran's Event will be planned again for Remembrance Day after last year's successful event.
     - MacMillan Coffee Morning planned for 24th and 25th September

5. Patient Experience & Feedback

- Patient Survey results
  National GP Patient Survey Results indicated improvement in offering choice of appointment day/time and clinician and also significant improvement in NHS App scores following collaboration with Age UK to assist patients with set-up and navigation in dedicated Friday morning sessions at the Practice. New focus areas identified for improvement including support for patients with long-term conditions.
- Review of Friends & Family Test results

Recent months have averaged 95%. Discussion about enabling comments – to be reviewed again.

- Compliments and complaint's themes
  The practice continues to review and make improvements

6. Practice Priorities & Improvement Planning

- Access & appointment system improvements
  a) Actively looking when our next routine is and promoting this to patients i.e. TV screen.
  b) Agreed a system in place if routines go above an agreed timeframe, that the Patient Services Manager will alert the Management Team/GP Partners.
- Digital services (online access, triage, website)
  a) Online triage system mandatory to all practices to be open core hours 8am-6.30pm for clinical and administration queries.

9. Any Other Business (AOB)

- Set the dates for 2027 – next meeting will be arranged for November and dates planned for the following year.
- Winter Access – Expected to commence November through to March which facilitates extra appointments at Trafford General Hospital for minor conditions such as chest or ear infections, appointments will be booked via Reception
- Presentation: Through the Front Door Project by Adrian Smith, Neighbourhood Lead
- Cancer awareness project funded by Greater Manchester Cancer Alliance with a focus on ovarian and gynaecological cancers initially. Invite to PPG members for workshop to be held at Stretford Public Hall at 9:30am on 23rd September 2026, lunch provided. Speakers include Dianne Oxbury Trust and MacMillan Nurse. Transport available if required.
- Sale Community Panel – Sale Community Map available online with approximately 125 organisations listed. Resident survey planned with Sale West regarding Living Well and community connections.
- Scam Awareness – PPG member has provided booklets from Police which includes tips including not clicking links in unsolicited messages
- Winter Health tips – Leaflet provided on diet, nutrition, mental health, keeping active etc

Actions

- HE to contact Izzie regarding carers contact
- HE to arrange NHS app proxy access session for PPG member KJ
- HE to send feedback email to PPG members regarding appointment system, website, and online consultation
- HE to send copy of age-related screenings to PPG

10. Date and Time of Next Meeting - Thursday 12th November at 12pm