

# Minutes

## PPG Meeting

**Date:** Wednesday 19<sup>th</sup> July 2023

**Time:** 13:00 – 14:30

**Venue:** Tonge Fold Health Centre, Hilton Street, Bolton BL2 6DY

**Meeting:** Patient Participation Group

Present	
Elaine	Tonge Fold Health Centre
Lisa	Tonge Fold Health Centre
Tracey	Tonge Fold Health Centre
RS	Patient
WB	Patient
SB	Patient
SD	Patient
LP	Patient
SP	Patient
AP	Patient
DH	Patient

Item No.	Subject
No 1	<p><b>Welcome</b></p> <p>Introductions by all present.</p> <p>EL advised that the PPG meetings will continue to take place at Tonge Fold Surgery.</p>

<p>No 2</p>	<p><b>Primary Care Networks</b></p> <p>EL explained the role of Primary Care Networks.</p> <p>Primary Care Networks (PCNs) form a key building block of the NHS long term plan to bring general practices together for a range of reasons, including the ability to provide a wider range of services to patients and to integrate with the wider health care system more easily including mental health, social care, pharmacy, hospital and voluntary services in their local areas.</p> <p>This is incorporated in the NHS 5 year plan.</p> <p>Tonge Fold is part of the Brightmet and Little Lever Primary Care Network. Part of Tonge Fold funding now comes into the practice via the Primary Care Network.</p>
<p>No 3</p>	<p><b>Additional Clinical Roles at Tonge Fold</b></p> <p>Tonge Fold health Centre now have additional clinicians working alongside the General Practitioners in the following roles:</p> <p>MSK (Musculoskeletal) Practitioner Pharmacist Paramedics Mental Health Practitioner</p> <p>EL explained the above clinical roles and how they are helping to support our Doctors to meet the increasing demand for appointments.</p>
<p>No 4</p>	<p><b>Extended Hours – Brightmet &amp; Little Lever PCN</b></p> <p>Tonge Fold Health Centre now has an extended hours service to accommodate patients with an appointment. The extended hours provide additional GP, Practice Nurse, Health Care Assistant and phlebotomy appointments.</p> <p>Tonge Fold patients are now routinely offered appointments at the extended hours service.</p>

	<p>The service is open Mon- Fri 6pm – 9pm and Sat 9am to 4.30pm</p> <p>The extended hours service is managed and staffed by Bolton Federation on behalf of the local Primary Care Network.</p>
No 5	<p><b><i>Refurbishment of Clinical Rooms to house Bolton Federation Extended Hours</i></b></p> <p>Tonge Fold Health Centre have spent large amounts of money to keep the building updated.</p> <p>Tonge Fold Health Centre have refurbished a wing of the building to accommodate the extended hours service.</p>
No 6	<p><b><i>Building Improvements 2022 – 2023</i></b></p> <p><b><i>New Bicycle Sheds</i></b></p> <p>Installation of bicycle sheds located at the back of building for staff.</p> <p><b><i>Bicycle posts</i></b></p> <p>There are 4 newly installed bicycle posts at the front of the building for patient use.</p> <p><b><i>New Fire Alarm</i></b></p> <p>Tonge Fold Health has recently installed a new fire alarm</p> <p><b><i>New Burglar Alarm</i></b></p> <p>Tonge Fold Health has recently installed a new burglar alarm</p> <p>Lighting</p> <p>Tonge Fold Health Centre have installed both additional security lighting and external lighting around the building.</p>
No 7	<p><b><i>GP Survey</i></b></p> <p>The GP Patient Survey, recently published was discussed. Hard copies were provided for those in attendance.</p> <p>Mental Health (Page 5 – 70%) – concerns discussed. GP's reviewing this. Mental Health Practitioner attached to the Practice has recently changed to all face to face appointments rather than phone consultations.</p>

Patients expressed they would prefer to speak with own GP. EL explained we cannot always accommodate this as all GP's are not in the surgery every day.

***Patient Feedback***

EL informed that the practice list size is steadily increasing. EL informed the meeting that the practice now has a policy of removing patients who move out of the practice area. This is essential to ensure those within the practice area are able to access services.

Those present expressed they occasionally struggle to get through to the Practice on the telephone. One incident was reported of being on hold for a long time and then the line cuts off. EL advised an alternative phone system will be installed in the near future across the Primary Care Network Practices.

Those present were asked their preference of appointment type - 4 people expressed preference to receive a face to face appointment and 4 people preferred a telephone consultation – although, all agreed that this was dependent on the reason for requiring an appointment. One patient has a baby and expressed that a F2F was a definite for babies/children.

All patients have been with the practice for a long time and expressed that it was hard to adapt to the change of culture.

All patient's agreed they were happy with the practice and would be reluctant to leave for any reason. One patient has been with the practice for 73 years and another for 62 years.

***Ordering of / Collection Medication***

EL advised that Tonge Fold are encouraging patients to order medication via the NHS App, online form and pharmacy, and to collect via a pharmacy of their choice. This is more efficient and enables our staff to be distributed elsewhere within the practice.

**Date of next meeting: Wednesday 13<sup>th</sup> September 2023 at 13:30**