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## PPG Agenda

### Meeting : 09/07/2025

"Our aim is to provide a high standard of medical care in a friendly and professional manner. We strive to be a caring practice that looks after the community whilst balancing the needs of our patients and staff.

We feel that a successful practice is one that evolves, reflects and embraces change and where staff are happy at work."

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#### 1. Welcome and Opening Remarks

- Reminder: PPG is not the forum for personal complaints or discussion of individual medical concerns.
- Introductions for new attendees.
- **People who attended**
- Carole Pelling – PPG member
- Dr L J Donaldson
- Charlotte Conley – Practice Manager
- Tracy Aldred – Medical Admin Team – Going forward PPG lead

#### 2. Apologies for Absence

- Noting members unable to attend.

Sue Madden- Care -Co - Ordinator

#### 3. Updates on Staff Changes

- Kim Corley Assistant Practice Manager has now left the practice, we wish he luck in her new Endeavours. GP Trainees.
- Zaira Qureshi & Humaira Jamroze will be leaving us at the beginning of August, and we will be joined by Elias and Celeste for 6-month placements.
- New apprentices – Due to the successful completion of the apprenticeships we had in place at MOSSLANDS we have decided to take on another 18-month programme for 2 apprentices. We welcome Wrae & Molly.
- New Medical Student's – Madison Slight – Jocelyn Tan
- Daisy Coffey who was one of the apprentices who successfully completed the programme has joined the practice as a permanent member of the team.
- Devran Dervish and Caitlyn Wilkinson – previous apprentices have left the practice as they have successfully completed their placements.

#### 4. Care Co-Ordinator Role Update

Sue Madden has passed details on regarding ring and ride.  
We are now a Homeless Friendly Practice.

Care Co-Ordinators information is also available on screen in reception or patients can phone the practice and ask for an appointment with her.  
Sue will attend the next meeting.

## **5. Patient Services Event –**

Half day closure for staff training – 23/07/2025

Next PPG meeting 8th October 2025

## **6. DNA (Did Not Attend) Figures since last PPG**

Need to clarify figures and maybe breakdown into Nurses /GP appt's. As unsure if some of these maybe from the NIPPS (pharmacist)

## **7. Practice Developments**

TV in the reception area is now working. We can promote services and campaigns for patients on here.

Daisy to promote food bank on TV in reception. Also to send invite and link to carers for the NHS app support workshops.

It Minor ailments on TV

We have been a training practice now for the last year. This has been a great experience both for the staff and patients as it gives us more appointments to offer but also brings in new doctors to the surgery to enhance the working environment and learning platform for everyone. We will continue to nurture the training element of work at Mosslands.

## **8. Garden and Outdoor Space**

Dr Hope said he would put a bench near to the entrance.

Continue with maintaining the gardens with flowers and bulbs. Climbers to hide the fencing

Two benches are now being used by all staff during lunch breaks (weather permitting)

The path leading to the main entrance was mentioned regarding how steep it is near the railings; this is worse in bad weather. Suzanne is going to speak to the council regarding this as it is council property.

## **9 AOB (Any Other Business)**

Staff were talking about maybe investigate someone coming into surgery to teach sign language (on half day closing perhaps) This would also help our communication with patients who have a hearing impairment and certainly on LD nights where some sign is being picked up naturally from working with our group. Tracy will look in to this further.

Would like a bit more information regarding reason for half day closing. As some patients were thinking we are doing nothing. Some examples were given.

Our nurse and some of our staff are still holding the voluntary monthly get together for patients who have Learning Difficulties. These sessions are every month on a Wednesday and not just for patients. Any family /friends/or neighbours are welcome. We receive some donations to support the activities, and fun is had by all.

Had good feedback from university regarding medical students, who's experience with Mosslands and our patients has been excellent.

Dr Donaldson explained regarding Mounjaro – criteria to meet. This has been shared on the website and face book.

Replacing paper towels in toilets with hand dryers to see if this helps with toilets being constantly blocked.

New staff uniforms, We feel that this will help to make staff more identifiable and are in the process of considering new uniform choices.

Recycling bins for paper/bottles to come into place very soon.

PPG seemed very pleased with new website. Said it was easier to understand.

Estates was a topic discussed by the PM nearly 2 years ago. This project has been very long winded, but we believe we may have secured the funding to convert 2 more rooms into clinical rooms. This would massively support both the training practice element of our work and having clinicians in the building rather than working from home due to space, but also the PCN offer, enabling us to have more service in Irlam. We will keep you informed of the progress.

Carole would also like for us to 'Praise' ourselves more on the website as people were always quick enough to complain. Explained about Suzanne getting the **GOLD** award for **LGBT** and many more achievements that happen within practice but do not get celebrated. We agreed to make more effort regarding this.

Look at being more flexible with PPG meeting as some members have commitments at certain times of the day. We will keep the next meeting in place as is but discuss a time change for the one after.

Thank you to all of our members who have attended this meeting over the years and remain a constant support. We are often challenged by your ideas and thoughts. This is something we embrace as it keeps us Innovative, Ensures we are patient focused and functioning as we should be as both part of the community and in the heart of the community.

If you would like to attend the PPG or wish to know more, please contact Tracy Aldred at [M.MP@NHS.NET](mailto:M.MP@NHS.NET)