



PPG Agenda

Meeting : 08/10/2025

"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."

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**

Tracy Aldred – PPG Lead

Dr H Craigie – Clinical Partner

Charlotte Conley – Practice Manager

Kim Ratcliffe – PPG member

Carole Pelling – PPG member

Veronica Fowler – PPG member

2. Apologies for Absence

- Frances Henry – PPG member
- Sue Madden- Care -Co - Ordinator

3. Updates on Staff Changes

Daisy Coffey has now left the practice

We have two more apprentices starting with us – Demi who is starting with us on Monday 13/10/2025 then Hannah shortly after.

Oliver (paramedic) – employed by Mosslands full time.

Two medical students – Hannah and Theo

Two ST's Celeste and Elias

Student Nurse – Molly Hart

4. Care Co-Ordinator Role Update

Sue Madden has passed details on regarding ring and ride.

If patients are housebound they can contact ring and ride (It has to be within a 5 mile radius)

5. Patient Services Event –

Half day closure for staff training – Thursday 23/10/2025

Wednesday 28/01/2026

Thursday 26/02/2026

Next PPG meeting - 21/01/2026 - 10.30 - 12.00

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

September 2025 - 90

7. Practice Developments

TV

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)

9 AOB (Any Other Business)

Irlam Mosque has an open day 18/10/2025 (12.30- 4.00pm)

We have shared the link regarding open day for Mosque

We have emailed PCN regarding open day at Mosque

Hamilton Davies have a map for all Defibs located in the area. Will contact to see if one can be fitted externally.

We are trialling **Redmoor**, who specialise in Business Social Media.

Can PPG feedback their thoughts?

It was found to be too expensive for security gates to be fitted around the surgery.

Recycling bins are now in place around the surgery.

Reply from the council regarding the pathway into surgery discussed. Will also discuss with Dr Hope regarding the reply.

Breast feeding posters are now in place around the surgery.

If patient's are vulnerable to put alert on patient's records regarding filling out form on website. Staff to check patient's age also. This was discussed in the half day closure and being implemented.

Alternate times for PPG meetings in the lighter nights to be arranged.

It was mentioned that in one of the flu clinics that the nurses had not washed (hand gel) their hands in between patients.

Please see below:

Hand hygiene before administering an injection

Nurses must perform hand hygiene immediately before and after administering any injection.

This can be done **either by washing with soap and water** or by using an **alcohol-based hand rub (hand gel)** — depending on the situation.

When alcohol hand gel is appropriate

According to **NHS guidelines**, **WHO (World Health Organization)**, and **RCN (Royal College of Nursing)** standards:

- If **hands are visibly clean and not contaminated**, alcohol-based hand gel is **suitable and recommended** before and after giving an injection.
- Alcohol-based hand rubs are highly effective at killing most transient microorganisms.
- They should be rubbed into **all areas of the hands** for **at least 20–30 seconds** until dry.

When soap and water must be used instead

Handwashing with soap and water is required **instead of hand gel** if:

- Hands are **visibly dirty**, contaminated with **blood or other bodily fluids**.
- There has been **contact with a patient who has diarrhoea or vomiting** (especially *C. difficile* or norovirus cases).
- The **alcohol hand rub is unavailable** or ineffective due to residue buildup.
- In summary

Situation	Hand Gel	Soap & Water
Hands visibly clean	<input checked="" type="checkbox"/> Yes	Optional
Hands visibly dirty or contaminated	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes
Before administering injection	<input checked="" type="checkbox"/> Yes (if clean)	Optional
After administering injection	<input checked="" type="checkbox"/> Yes (if clean)	Optional
Patient with <i>C. diff</i> / norovirus	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes

Hopefully by January to convert admin room into another clinical room.

We achieved a GOLD rating from previous student's.

FCP has been kept on until April.

