



PPG

Meeting Minutes: 22/04/2026

"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 L J Donaldson – Clinical Partner
Charlotte Conley – Practice Manager

2. Apologies for Absence

Sue Madden – Care Care Coordinator

3. Updates on Staff Changes

Sadly we say goodbye to BB who has been at the MOSSLANDS for such a long time. She has given so much to the practice and has a massively generous heart. She will be missed in reception and amongst all of our staff.

We are currently recruiting 2 new members of staff for the Admin team.

4. Care Co-Ordinator Role Update

Not in attendance

5. Patient Services Event –

On the 23rd Sept the practice would like to host an event for patients and health care professionals offering services to the patients of Irlam and Cadishead. IDEAS are warmly welcomed.

Half day closure for staff training – Thursday 23/10/2025
Wednesday 28/01/2026
Thursday 26/02/2026
Wednesday 23/09/2026

6. DNA (Did Not Attend) Figures for March 2026

7. Practice Developments

Room 9 is now ready for purpose – New flooring, plumbing etc.

8. Garden and Outdoor Space

More plants were planted at the LD night they will be going outside.

The gardener has an allotment so he will be planting more plants next year.

9 AOB (Any Other Business)

A New check in system has been ordered.

Welcome to Laura who joined Mosslands on 20/04/2026 – Laura will be part of the Care Navigation Team

Seasonal COVID clinics have now started.

New appointment cards now have a QR code for the website and Facebook.

Open day 23/09/2026

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	✓ Yes	Optional
Hands visibly dirty or contaminated	✗ No	✓ Yes
Before administering injection	✓ Yes (if clean)	Optional
After administering injection	✓ Yes (if clean)	Optional
Patient with <i>C. diff</i> / <i>norovirus</i>	✗ No	✓ 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.