



PPG Agenda

Meeting : 21/01/2026

"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
 - Sue Madden -Care Co-ordinator
 - Dr M Mweemba – Clinical Partner
 - Charlotte Conley – Practice Manager
 - Carole Pelling – PPG member
 - Veronica Fowler – PPG member
 - Jeffrey Livesey PPG member

2. Apologies for Absence

3. Updates on Staff Changes

.Dr J White and Dr C Partridge will be leaving us and Dr Garner and Dr Davies will return from Maternity leave.

We have two new trainees starting shortly 4th year GP's

Dr Elias Jamieson – Will leave us on 27th January 2026

4. Care Co-Ordinator Role Update

Sue spoke about her role, also spoke to Mariusz from Health improvement and will be meeting with them. Dates to be confirmed. Sue also attended Eccles Mosque –this was a good turnout. This was alongside the Health Improvement Team. This is a 4-week project. We continue to work closely with the Health Improvement Team and EPIC: ie: they use our rooms daily/weekly. We also have a gentleman named Tom who does a supporting clinic for COPD and Asthma on a monthly basis.

5. Patient Services Event –

Half day closure for staff training – is ongoing. All staff appraisals are now up to date.
Next PPG meeting - 22nd April 2026- 17.30pm

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

October – 436 - November -256 - December - 261

7. Practice Developments

Explained that the four apprentices will do monthly updates with regards to the practice events, also they will be doing individual projects focusing on improving the practice.

8. Garden and Outdoor Space

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

9 AOB (Any Other Business)

Irlam Mosque has an open day 18/10/2025 (12.30- 4.00pm) Carole Pelling attended this as part of the foodbank representative. Really good feedback. They also have a donation box for the foodbank. We have shared the link regarding open day for Mosque

Hamilton Davies have a map for all Defibs located in the area. This can be downloaded from their website.

We have signed up to **Redmoor**, who specialise in Business Social Media. Had really good feedback. We are unable to close down the old facebook page. Facebook and the web page is being updated as and when needed.

Apprentices to create a QR code for posters around the surgery to take patients to the new Facebook page. Also posters for food bank.

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.

Alternate times for PPG meetings in the lighter nights was discussed. The date for this is 22nd April 2026 at 17.30pm

Charlotte explained PPG rules – Members to read to agree. Veronica is going to ask other PPG members for their consent to pass their email address to Charlotte. When emails come through I will email PPG rules to the member.

We now have three nurses who are training in contraception services (Coil). Two Nurses training in implants. Jenny Bridden (Practice Nurse) is also training to be a prescriber.

Mosslands received 100% across Salford for Health checks. Targets are really good across Salford.

PPG members asked if Sue could attend every six months. Veronica asking if a template could be created for them to refer to Sue. Would also need patient's consent.

Charlotte to confirm half day closing dates for the year, will then contact Veronica for her to attend to do a presentation about foodbank. Foodbank vouchers can be done at any point, earlier the better.

Dr Mweemba explained that the new protocol for UTI's

Improvement's regarding the building, as discussed, we were having issues with the boiler over Christmas and the New Year. It has now been fixed. Also we had two burst pipes in community, this has now also been resolved.

We are having new flooring put down on the community side in the Podiatrist side. Also new blinds around the community side of the building, also hand driers will be put in by the end of January.

It was mentioned that in one of the flu clinics that the nurses had not washed (hand gel) their hands in between patients. This was discussed again and Charlotte is to raise this as a significant event.

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	✅ 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 C. diff / norovirus	☒ 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.