

MINUTES

GREAT HARWOOD MEDICAL GROUP PATIENT PARTICIPATION GROUP MEETING

Date & Time: 28th May 2014
2.00pm – 3.00pm

Venue: Library / Resource Room
Great Harwood Health Centre

Those Present: S Lord – Practice Manager
C O'Brien – Patient/ Secretary
S Knott - Patient/Chairman
G Brown – Patient
A Cunningham - Patient
D Cockett - Patient
I Robinson - Patient
J Hall – Patient
G Rostron – Patient
A Barker - Patient
G Whitehead – Patient/IT Specialist

Apologies: J Ashworth - Patient
A Barker – Patient

Welcome

Stephen welcomed everyone to the first meeting where the new officers were in place. He also stated that this meeting was specifically to discuss the PPG awareness week.

Publicity Material for the 'Patient Participation Group Awareness Week' June 2nd – 7th 2014.

A4 sized flyers were circulated to the group which Stephen/Gerald/Carol had previously put together.

After a discussion it was decided to add the following;

Heading under photo – The Great Harwood Medical Group

Bottom box should read – Health **Care** Assistant

These are to be distributed during the week to our practice patients by our volunteers.

The sections will also be enlarged to form a display within the waiting room.

Volunteers will all wear name badges so we are identifiable. Carol will pass the names to Sarah for printing.

Volunteers for PPG Awareness Week

Prior to the 'Awareness Week' Carol will set up the display, put together clipboards etc

| Day/Date | 9.00am - 11.00am | 3.00 pm - 5.00 pm |
|--------------------------------|------------------------|-------------------|
| Tuesday 3 rd June | Anthea Cunningham | Stephen Knott |
| | David Cockett | Gerald Whitehead |
| Wednesday 4 th June | Gail Brown –(TBC) | |
| Thursday 5 th June | Jessie Hall | Stephen Knott |
| | Julia Ashworth – (TBC) | Beryl Chippendale |
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Questionnaire for Patients

It was felt that for our first contact with patients it should be kept simple and a 'crib' sheet put together to help volunteers.

Crib sheet to include;

- Drop in clinic times – Monday to Friday AM 8.30 – 10.30 PM 2.30 – 4.30 (NOT Wednesday)
- There are 3 GP practices within the our building – 1.The Gt. Harwood Medical Group 2.The Royle 3.Dr Valluri
- A suggestion box is on reception with slips at the side
- Any complaints/medical concerns refer to receptionist
- Letters are sent to patients who are offenders of missed appointments. After a 3rd non compliance they are deleted from the practice list.
- **1 week of a doctors time is wasted every month.** Patients to ring or email if they cannot attend.

The Question sheet to include;

Introduce yourself

1. Are you a member of the Gt.Harwood Medical Group Practice?
2. Have you heard of the Patient Participation Group?
3. On a scale of 1 - 10 how do you rate the practice?

Note any comments made

4. How many hours on average per month do you think is wasted by missed appointments; (please tick their answer)

0-30 30-60 60-100 100-150 150-180

Highlight to the patient **1 week of a doctors time is wasted every month.**

Patients should ring or email if they cannot attend.

5. Any other comments made by the patient

All questionnaire sheets are to be handed to the receptionist after the session.

Any Other Business

A question was asked relating to the previously mentioned 'developing community service provision for dermatology, ophthalmology and integrated MSK service. Sarah stated that these would not necessarily be based as close as Gt. Harwood. Carol mentioned that she had partaken in the dermatology investigation.

Ian circulated the demographics of Gt.Harwood (which were the result of the 2011/12 census) after a question was raised at the previous meeting. This could be a focus of a discussion for a later meeting. However, at first glance it tells us;

- a) we have an ageing population
- b) the younger population are decreasing
- c) Gt.Harwood is split into two wards; Netherton & Overton
- d) Netherton is the more depressed of the two

Sarah has sent off the cheque for our group to be a member of the National Association for Patient Participation

Date Of Next Meeting

Wednesday 30th July 2014 at 2.00pm