

MINUTES
GREAT HARWOOD MEDICAL GROUP
PATIENT PARTICIPATION GROUP MEETING

Date & Time: 11th August 2015 2.00 – 4.00pm

Venue: Library/Resource Room, Gt. Harwood Health Centre

Those Present: Sarah Lord, Mohammed Yasir, Carol O'Brien, Gerald Whitehead, Pamela Shaw, Beryl Timmins, Julia Ashworth, Colin Cooper, John Adams, Ian Robinson, Pauline Quinn, Alison Barker, David Cockett, Gerald Rostron.

Apologies: Geoff Knowles & Joanne Howard

Introduction of new member – Yasir welcomed Mrs. Pamela Shaw from Clayton-le-moors to the meeting and everyone introduced themselves.

GHMG Updates

1. Dr. Radice is about to go on maternity leave until late January 2016. Dr. Susan Hancock and Dr. Julie Salerno will cover the role during Dr. Radice leave. Sarah stated that they are both very popular with patients.
2. We have a new trainee; Amjad Kapadi who is in his final year of GP training.
3. The Carers Link sessions have been changed to one per month as two per month were not being filled. Therefore they will now be the second Tuesday of each month at Great Harwood Health Centre and the first Monday of each month at High Street Surgery. These new times to be included in Stethoscope.
4. The PPG Coffee Morning raised £10.22 – to appear in Stethoscope.

PPG Updates

Toys – A rota proforma was circulated and members asked to add their name to the dates they could clean the toys at both the Gt. Harwood and Rishton sites. To review at AGM.

Recycled Meds - £255.65 sent meds, £103.98 not sent/destroyed.

Total recycled – £601.80

£713.75 Destroyed

Yasir is going to circulate the leaflets and posters to other pharmacies within the town. Pharmacies cannot recycle directly to us but can recommend the public to bring their unwanted medicines to our reception.

There aren't enough medicines to recycle this month.

It was also stated the message needs to get across to patients that they must just tick which medication it is they need. This will be added to the next newsletter.

PPG Week Coffee morning – Carol, Pauline, Beryl and Julia made cakes and attended the event and Alison also donated cakes at the Great Harwood practice. Many copies of 'Stethoscope' were given to patients waiting for their appointments.

The take-up of blood pressure checks wasn't great.

Colin also held two sessions at our Rishton site. Colin stated that the receptionist Jo was a great help with printing the newsletter. Around 35/40 were handed out and very few knew of the newsletter but all were happy to take one. Hopefully they will read it and be encouraged to seek out future editions and pass the information on to others. He drew particular attention to the PPG section and tried to encourage them to consider becoming involved. There was little immediate reaction but wondered if the timing of the meetings makes it difficult to attend if working. It was pointed out to Colin that this has already been tried and it was the worst attended meeting we have ever had. However, Colin went on to state that we may need to involve the 'electronic membership' to feedback via email.

In answer to the above an email shall be sent to all 'electronic members' to encourage them to give their views etc. Also a link from 'Facebook' shall also be generated.

Colin also stated that the 'Friends & Family Test' does not really give patients the opportunity for them to give opinions. Therefore Sarah will put a 'Suggestion Box' on Reception.

Colin also thought that a sign could be put by the newsletter copies - 'Please take one'.

In future years the details for PPG Week need to be worked out a lot further in advance to give more chance to publicise.

Network Hyndburn – The first meeting was held in July which involved practices from Peel House, The Cabin, Clayton, Great Harwood and Accrington. Sarah attended the meeting and the next meeting will take place in September where Sarah and Carol will attend.

Improving Access – Beryl, Sarah and Dr. Grayson attended the notes/minutes are attached to these minutes.

Beryl advised the meeting that when talking to other patients from other practices it seems as though they are way behind us with developments. It appeared that our patients gain access to appointments quicker than many other practices.

Sarah added that we have had to adapt to modern developments and meet patients' needs.

It was also brought to our attention that a patient at a practice within our area had rung up on seven occasions and could not obtain an appointment – they then gave up and went to Accrington Victoria. Sarah stated that it had become necessary for her to attend the Hub at Accrington Victoria where she had a good experience. A decision in October shall be taken regarding Accrington Victoria GP drop in centre.

Pam mentioned that we are a victim of our own success. It was advised that we should repeat the article in the newsletter regarding our appointment systems.

Prioritisation Process

Carol advised the group of the above meeting that she attended where the Policy and notes have been sent to all members.

She advised the group that Pennine Lancashire is made up of Blackburn with Darwen CCG and East Lancs CCG.

She further went on to state that they wish to put a process together which highlights the process which will be gone through to determine the prioritisation for commissioning investment/de-invest within Pennine Lancashire.

They wish the process to be robust and consulted on.

Carol advised the group of the points that had already been noted about the document –

- how are they going to reach the Asian population – Go out and do face to face consultation?
- they must get rid of the jargon and explain abbreviations.
- how are they going to reach out to the deaf and other similar groups ?

The initial feedback from our group on the policy;

1. Jargon should be put on a separate sheet so can be referred back to when reading through the document.
2. Make sure there is enough time is given to each stage?
3. It was thought to be a good idea to keep control and get the best patient care.
4. It's a phenomena of life.
5. Document not understandable.
6. Appendix is good.
7. Why does it have to be so complicated?
8. How much is all this costing?; extra staff, year on year costs.
9. Do we not have something in place at the moment where it is decided where money should be spent – why do we need a new system? Scrap it it's a waste of money.
10. Need training for personnel submitting evidence.
11. Will feedback be given to 'Practice Managers'?
12. What input will Practices have before decisions are made?

Carol will feed these initial responses back. However, she asked that all members have a good look at the Policy and feedback any further comments by the end of August.

Speakers

It was decided that Carers Link would be invited to talk on;
Carers/Befriending/Dementia.

Carol will contact Churchfield House to see if it would be possible to hold the event there. Contact will then be made to Carers Link.

Community Action Group (CAG) Meeting on 15th October – Dr. Grayson (GHMG) and Dr Halstead are to attend the meeting to address specific and general questions. Members of the group shall attend to give out newsletters (Sarah, Carol, Pauline, Julia, Beryl T)

Newsletter/IT

At our last meeting we discussed the reasoning behind long waits for appointments. Pamela stated that this is still being discussed between patients. Therefore, an article shall appear within the newsletter explaining our recent discussion, that most doctors within our area have the same issues. Alongside this we are also to repeat the article from the last issue regarding our appointment provision.

Gerald will put a link between Facebook and our Web Page.

To also include in next issue;

- To replicate article on repeat prescriptions
- Article on only tick the items you need on the repeat prescription form
- Intercare graph & information
- Flu injection programme
- Article on Aims to raise awareness of how many common winter ailments don't require antibiotics, and that visiting a pharmacy for advice and treatment is often the best bet
www.treatyourselfbetter.co.uk
- Repeat article – 'Pharmacy First' (to follow the above article)
- Minutes in brief.
- Article asking patients – 'Tell us what you think'.
- Any other article which has been highlighted in these minutes.

Button on Facebook and website for patients to; 'Tell us What You Think'

David will take copies of Stethoscope to U3A at their next meeting.

Gerald to put a link to the self help website; www.treatyourselfbetter.co.uk
this re-iterates our articles on Flu/antibiotics.

Carol to see if the Herald will publish our Flu vaccination dates on the community page. These will also be uploaded to Facebook.

Carol will ask the Library to display copies of Stethoscope.

Feedback from patients

Sarah reported that there had been minimum complaints regarding telephones since the change in the system. However, John stated that you had to listen to all the practice provision before being able to access the service you require. The members thought that although this information was necessary, it could be option one and therefore selected if needed.

Any Other Business

Food Bank enquiries – Ring Hyndburn Borough Council 01254 3888111.

A concern was raised regarding phone calls that maybe received from a company called 'Vivid Lifestyle'. This company is portraying that they have connections from the surgery and asking for you to purchase products. Sarah assured the group that they are pure 'chancers' and have no connection with the surgery at all. A short article regarding this issue will be included in the next edition of Stethoscope.

Date of Next Meeting

Tuesday October 13th