

MINUTES
GREAT HARWOOD MEDICAL GROUP
PATIENT PARTICIPATION GROUP MEETING

Date & Time: 28th October 2015 1.00 pm

Venue: Ground floor Meeting Room, Gt. Harwood Health Centre

Those Present: Sarah Lord, Carol O'Brien, Julia Ashworth, Colin Cooper, John Adams, Pauline Quinn, David Cockett, Gerald Rostron, David Bury, Graham Walton, Maureen Faud, Brian Faud, Eileen Haworth.

Apologies: Yasir Mohammed, Anthea Cunningham, Kevin Dean, Ian Robinson and Beryl Timmins

1. Welcome

Carol stated that it would be very amiss for us to start our 1st meeting since the tragic loss of Dr Grayson without us taking a moment to remember him.

Dr. Grayson and Sarah were the driving force behind Gt Harwood Medical Group's PPG. He pioneered this group from its very slow beginnings so that patients could have their say.

In fact when our group was first formed he was fighting for the very building we are now in. Many discussions took place about the facilities and his enthusiasm for the project shone through.

I myself as I am sure many of you, have a great many reasons to be grateful to him. He was a shining beacon within Great Harwood Medical Group.

He did so much throughout the community and his good work was recognised even by those who were cared for by other practitioners. On the day after his passing wherever you went within the town, the community was stunned and could not believe that this tragedy was in fact a reality.

There have been many tributes paid since his passing and these few lines go nowhere to describe the great man and doctor he was.

Dr Grayson always had time to listen, he was a true caring family doctor, who will be greatly and sadly missed by all who knew him.

2. Dr Tyagi & Dr Ireland

The doctors and members discussed how we should remember Dr Grayson. Many options were put forward by the doctors and the group; plant a tree, a plaque in reception, naming of the road the health centre is on after Dr Grayson, a seat in memorial park and the corridor in the health centre where the doctors consulting rooms are could be named the 'Grayson Suite'.

It was also discussed that a fundraising event could be staged (staff, doctors, patients) to raise money for a scholarship. Dr Grayson always wanted to have a 24hour ECG machine which would be of great benefit for patients. This would cost in the region of £2000. A question was asked whether after the donations collected on behalf of the 'British Heart Foundation' (around £1300) were presented to them could they in return buy the machine for the Practice. Graham suggested that Lloyds and Barclays banks have to do fund raising throughout the year so maybe they could help.

Also suggested was a memorial service where donation envelopes could be given out and a quiz night (possibly at the Dog & Otter), games night or ball. Any items needing planning permission could be liaised with Ian Robinson. Members to think about these and other suggestions for the next meeting, and all propositions will be discussed with the family.

3. GHMG Updates

a) Intercare – they can no longer send medicines on to Africa due to the new Falsified Medicines Directive and the changes in legislation which means we can no longer take in unused medicines. However, Intercare have secured surplus medicines from Pharmaceutical wholesalers and manufacturers to enable them to continue supporting Africa.

Carol ran through the value which we have sent this year;

Recycled to Africa	-	£943.26
Collected but not recycled	-	£794.23

Carol will contact Yasir so that he can contact all the Great Harwood Pharmacies.

- b) Sarah has now shortened the phone message for anyone ringing the surgery.
- c) The practice are changing the times of the Sit and Wait Clinics due to patients turning up just before the finishing time. They will now be from 2.00 – 4.00pm apart from Wednesday's where there is no afternoon clinic. This is to be published in the newsletter.
- d) Sarah was asked if many patients had asked to change practices due to the untimely passing of Dr Grayson. It was thought that this number was minimal. All Dr Grayson's work has been split between the other GPs. However, the locums do not do any paperwork so this is falling to Dr Tyagi and Dr Ireland. The practice have advertised for 2 part time or 1 full time position but as yet these have not been filled. Carol mentioned that the filling of vacant positions had been discussed at The Hyndburn PPG group and it was thought to be a problem for the whole of East Lancashire. A question was asked regarding what happens to the capital when a doctor dies? Eventually the invested Capital will be taken out of the business.
- e) A question was asked regarding 7day week openings – Sarah stated that no doctor would be working 7 days a week but could possibly work on a Hyndburn rota or this could possibly be filled with Locums.
- f) We still seem to have a lot of missed appointments – it was explained that the practice sends letters to patients who miss appointments warning them that if they persistently miss future appointments they will be asked to register with another practice.
- g) If a patient has been asked at their consultation to see the doctor again in 3 weeks, then the patient should go to reception immediately to make the appointment.
- h) It was clarified that Dr Tyagi and Dr Ireland are responsible for the training of our trainee doctors. Therefore Dr Grayson's passing will not have a direct impact on their training.

i) It was stated that if a doctor wishes to change any medication this can be challenged by a patient. It was also stated that it would be unusual for a Locum to change long term medication unless it was not working for the patient.

j) Questions can be emailed through to doctors rather than making an appointment.

4. PPG Updates

a) Carol went through the action list. To ask Gerald if the 2 links mentioned at the last meeting have been actioned.

b) We have received 2 resignations from members;
Pamela Shaw – has other things on and hasn't got the same time.
Alison Barker – is no longer with the practice.
However we are delighted to welcome 3 new members to our group; Eileen Haworth who lives in Rishton, also Maureen and Brian Faud who have moved to Gt Harwood from Whalley.

c) Community Call – Carol showed the group a page from the Herald. It was decided that we should publish it in the next edition of Stethoscope. Carol will ask CVS to send a digital copy through email to pass onto Gerald. It was also decided that we should place an advert in the community call (free) for new members of the group. Advert to also appear on Facebook.

d) We shall put a piece in Stethoscope asking for patients to 'Have their say'.

e) The Herald published our Flu Vaccination Clinics. CVS also sent out all our dates to every voluntary group on their data base.

f) Hyndburn Patient Group – the minutes were circulated prior to the October meeting.

The Walk In Clinic at AVH has funding for another year.

Carol stated that the group is looking for ideas to take forward as a group:

- i) Can we do anything to aid recruitment of good GP's to this area?
- ii) Can we do anything to help un-paid carers within Hyndburn?
- iii) There needs to be more cohesion between practices within East Lancashire. Is there any way we can produce a document which lists all the Community Services within the whole of the area? Carol to contact Rachel Watkin at CCG as a starting point.

Carol also asked if any members had anything further they would like to put forward to the Hyndburn PPG. All details to be with Carol by Friday 13th November 2015.

g) Pauline came forward to attend Hyndburn PPG meetings if Carol was unable.

h) Carol reported that we had not received any feedback from the 'Prioritisation Process'.

i) Palliative Care Steering Group – Carol gave information of how much time would be involved. It was suggested that Ian Robinson may be interested in this group. Carol will email all details to him as soon as is possible as the deadline for application is in 2 days time.

j) 'Guide to Pharmacy Services' - leaflet – to be printed in newsletter.

k) Carol advised Sarah that in the August edition of the NAPP newsletter there was an item on how the; 'Making Friends and family test' more inclusive.

* click on Guidance – then click again on guidance.

l) Sarah stated that the practise ordered their flu vaccine numbers according to the take up from 2014 clinics. However, during the summer the government introduced a scheme that Pharmacists could also give the vaccine to patients which has left the practice with a surplus.

There shall be an additional 3 Flu Clinics; Wednesday 4th November 2015 (Julia shall attend to give out newsletters), Tuesday 17th November 2015 4 – 6pm (Carol shall attend to give out the newsletters) and Monday 23rd November 4 – 6pm.

m) No one attended the ELCCG – Equality Delivering System meeting in October.

n) Julia tried to attend the Dementia Friends Champion events. However, these were prohibitive as they were not within our local area.

o) The 'Toy Rota' was sent around again as we need more volunteers. Carol thanked Colin for his hard work with Rishton.

5. Invited Guest Speaker; Mr Graham Walton from Carers Link

Carol welcomed our guest speaker from Carers Link who is also a patient at the practice.

In the past there were two divisions of Carers Link; Young Carers & Adult Carers. Since April this year this has now merged to one group.

There are only two members of staff to look after the whole of East Lancashire unpaid Carers. They help by;

- Giving lots of support to unpaid carers.
- Processing assessments for help. This is usually achieved within 3 weeks.
- Compiling a 'peace of mind plan' which is used if the main carer cannot carry out their duties for whatever reason.
- Within the Crossroads programme 3 days of free care can be given.
- A 24/7 helpline for all Carers and former Carers.
- Specialist workers support the 5 hospitals within our area, where they go into wards to determine if any help/care is needed.
- A hospital passport for dementia patients is compiled so that full details are known about a patient if they should need hospital treatment. This is a service which can also be accessed by children.
- Carers Link can offer volunteering opportunities, where they can receive a discount card for shops and leisure facilities.
- They offer 'Carers Clinics' which we have within our Practice. The Gt Harwood sessions have been very well attended so these shall continue on 2nd Tuesday of the month. However, the take-up has been very slow at Rishton, therefore the sessions shall cease. But a board shall be updated and placed within Reception detailing all services. It was stated that

parking and using the stairs could have been a problem. It was suggested that maybe the Rishton Clinic or Library could be used. Graham will look into this.

- 5 GP practices within the area already have the Carers Link Business Cards.
- There are notelets within 5 cafes in the borough.

6. Speakers at Outside Venue; Churchfield House

Sarah has spoken to Carol Pollard from carers Link who is available to speak at an outside venue.

She is very keen to do a talk on the services which Carers Link provide which would cover also cover Befriending and Dementia. She suggested a session approx. 1½ hours in length and she is available on a Wednesday.

Carol has also spoken to Churchfield House and they can accommodate us any Wednesday or Thursday (but not the 1st in the month). She went on to say that Churchfield House is a non profit organisation but would charge us £20. However, they would make available pump flasks for refreshments. We are not allowed to make our own due to Health & Safety.

We do need this to be properly publicised with full marketing, therefore this shall be discussed in more depth at the next meeting – looking to hold the event possibly in January 2016.

7. Newsletter

- a) Colin suggested that we could put a note in the next edition; Stethoscope is available on line at www.ghmg.org.uk. This will encourage patients to look for further copies as they are released.
- b) New times for Sit & Wait Clinic. . The clinics shall now run 2.00pm – 4.00pm in the afternoons apart from Wednesday where there is no clinic.
- c) Community Call page.
- d) Advert for new members to be published in Stethoscope.
- e) Patients have their say advert.
- f) Guide to Pharmacy Services.
- g) Carers Link Services.
- h) Intercare final figures and explanation of discontinued.

- i) How the practice is coping and their new strategies since the passing of Dr Grayson. Also donations amount so far and considerations are being given to a form of memorial to him.
- j) Patients can email doctors with questions.

David asked if the margins of the newsletter could be decreased so more print would fit on each page. Carol said she would speak to Gerald.

It was also asked that if the 'minutes in brief' appear on any page other than the front could the round logo also be printed above the minutes. This will then identify the minutes as being from our group.

8. Feedback from patients

There was no feedback from patients.

Sarah stated that another patient survey needs to be done so the Practice meets the relevant criteria. It was suggested that we could use the one from a few years ago. This shall be sent out with the minutes so members can suggest any other questions they feel relevant. Sarah will also ask the doctors opinions.

9. Any Other Business

Sarah thanked the group for their presence at the flu clinics and for the cleaning of the toys.

She went on to thank the group for the support and flowers sent on the passing of Dr Grayson.

10. Date of the next meeting -

Tuesday 1st December 2015, 2pm in the library at the Practice in Great Harwood.