

## GREAT HARWOOD MEDICAL GROUP (GHMG)

### PATIENT PARTICIPATION GROUP (PPG) MEETING

**Date & Time:** Tuesday 13<sup>th</sup> March 2018

**Venue:** Great Harwood Medical Group

**Present:** Carol O'Brien  
Pauline Quinn  
Sarah Lord  
Beryl Timmins  
Julia Ashworth  
Alan Wilkinson  
Colin Cooper  
Gerald Rostron

**Apologies:** David Cockett  
Kevin Dean  
John Adams

1. GHMG: On Going & New Developments – Sarah

Appointments: The number of same day appointments have been increased as the GPs feel that most patients prefer to be seen on the day rather than booking an appointment in advance. There are still appointments which can be booked in advance from 8.30 – 9am and 5 – 6pm for people who need to arrange appointments around work.

Care Navigation: This new initiative commenced in February. When a patient telephones to make an appointment they will be asked what the problem is so that their call can be prioritised and navigated to the most appropriate Health Care Professional. If appropriate the patient will be referred to one of the 4 services: Dental, Talking Therapies, Self Care / Pharmacy or Optician.

It is intended that Care Navigation will reduce the number of avoidable appointments with a GP therefore increasing availability for patients who need to see a GP – see attached.

Walk In Centre – Accrington Victoria Hospital: This service is due to close on 16<sup>th</sup> June. To replace this service extended GP access is being offered at Accrington Pals Health Centre which means that patients will have improved access to local GP services both on weekday evenings and over the weekend. We are already offering this service to patients which is available to book through Reception and the uptake has been steady – see attached.

New Staff: Dr Asma Ahmed joined the practice in February as a GP Trainee, she will be with us for 2 years.

We also have medical students from the University of Central Lancashire (UCLAN).

2. PPG.

Toy Cleaning: Carol passed the toy cleaning rota around, if we cannot keep up with the fortnightly cleaning the toys may have to be removed which would be a shame as the children do enjoy playing with them

Dr Grayson's Plaque: Carol is to find a suitable plaque.

Patient Partner Workshop & Hyndburn PPG.

Carol, Pauline & Beryl had recently attended meetings and fed back to the group and passed round leaflets on cancer awareness, self care, sepsis awareness and the red bag relay scheme.

3. Newsletter content.

Sarah will draft a newsletter to include all issues discussed at the AGM and March meeting.

4. Feedback from Patients.

2 patients had left suggestions in the suggestion box regarding the high number of missed appointments. They suggest scrapping the appointment system, instead patients should turn up to be seen when needed and removing patients from the practice list who repeatedly miss appointments.

Sarah reminded the group that the practice has a policy in place for patients who repeatedly miss appointments and they are removed from the list after receiving warning letters. The increase in same day appointments should reduce the number of missed appointments.