

MINUTES
GREAT HARWOOD MEDICAL GROUP
PATIENT PARTICIPATION GROUP MEETING

Date & Time: Tuesday 10th May 2016 2.00 pm

Venue: Meeting Room, Gt Harwood Medical Group

Those Present: Mohammed Yasir, Dr Tyagi, Sue Knowles, Sarah Lord, Carol O'Brien, Pauline Quinn, David Cockett, Gerald Rostron, Beryl Timmins, Kevin Dean, John Adams, Colin Cooper, Julia Ashworth, Chris Reid

Apologies: Geoff Knowles

Welcome

Yasir welcomed everyone to the meeting especially; Dr Tyagi, Sue (Receptionist) and Chris (Chairman of The Royle PPG).

Sarah mentioned that all questions for the doctors need to be submitted prior to the meeting.

Dr Tyagi talked to the group regarding recent instances of unacceptable behaviour from patients towards Reception staff. Dr Tyagi went on to say that the Practice has been through great turmoil for the last nine months, trying to fulfil the demand since the unfortunate passing of Dr Grayson. He went on to say that some patients have been shouting, swearing and taking their frustrations out on the receptionists. He asked all patients to go through the proper channels if they have a specific problem. It is not acceptable to be abusive. It was suggested that a strong letter should be sent to disorderly patients in line with the NHS zero tolerance policy – this has already been done.

The PPG agreed this is most definitely behaviour which MUST NOT be tolerated.

A piece shall also be put in the next edition of the newsletter regarding behaviour.

It was mentioned that pharmacists should feed back to patients any problems with repeat prescriptions. Dr Tyagi stated that it was good practise to have a review of medication.

A question was asked regarding being issued with a differing brand to their usual one for their medication. Dr. Tyagi stated that the contents of the drug is the same from brand to brand.

Elections

Chairman - Yasir Mohammed

Proposer - Beryl Timmins Seconded - David Cockett

Vice Chair - Sarah Lord

Proposer - John Adams Seconded - Beryl Timmins

GHMG Updates

Appointment systems

The uptake of telephone consultations has been diminishing therefore these will be reduced and more same day appointments will be added. Patients can ring from 8am for same day morning appointments and from 1pm for same day afternoon appointments. The last bookable appointment will be 6.20pm. The Sit & Wait sessions will continue.

Clinical Commissioning Group Questionnaires

The CCG are consulting with the public regarding offering 7 days a week, 8am – 8pm appointments. It is proposed to close the Accrington Victoria Walk In Centre (not the minor injuries department) and replace with a Hyndburn Hub. It will work whereby you ring the Practice and then you will be offered either an appointment at the Practice, at the Hub or referred to the Pharmacist or a self help method. All PPG members were asked to take a questionnaire and return it. Carol is attending a meeting to discuss this issue this evening and will report back with any further information.

PPG Updates

RCGP

The Royal College of GP's are still asking for our support for the 'Put Patients First' campaign. We are to send a letter to our MP Mr Graham Jones.

East Lancashire Services – Self Referral

A copy of the above services has been received from the CCG. However services are in the process of being changed/updated. Rachel Watkins at the CCG is looking at this along with the CVS and it could be around August this year when the review is complete. The services list at the moment will be kept with Sarah.

PPG Week

Our first outside talk shall be held at Churchfield House, 8th June 2016 at 3.30pm. The theme will be Dementia & Befriending.

Posters shall be put up by Carol at; library, Morrisons. Pauline will ask to put one up in the Post Office and Sarah to display one in Reception. All members shall be sent a copy and they are to display them anywhere they can think of. Colin & Kevin to display them in Rishton.

We shall hold a raffle during the week and sell tickets at the 'Talk' and at the 'Meet & Greet' on the Monday. Members to take any prizes they may have to Sarah.

Our 'Meet & Greet' shall be held on Monday 6th June 2016 from 9am. This is an ideal chance to talk about our PPG and hand out our newsletters. We should also talk about the 'drop in' sessions which are run by our Nurse Practitioner.

Members Comments

Carol mentioned that Brian one of our PPG Members (who unfortunately could not be with us today), very kindly raised various talking points via email about a variety of issues which had gone through his mind whilst reading up on past meetings and AGM notes.

Some of the items Carol advised us that we have discussed previously but this was a while ago and thought we would benefit revisiting them.

- **Who are the Practice Staff** – Brian stressed that all are excellent. Should there be Doctors profiles and specialisms put on a notice board in Reception? This could also be added to our website /Facebook/newsletter? Sarah will talk to the GPs and staff. There is an issue regarding putting anything on the walls and a notice board would

have to be purchased. It was also mentioned that pictures and names could be put on staff doors.

- **Who does and how is the survey conducted? Why do we need a survey?** The last one that was done was a requirement for the CQC (Clinical Quality Commission). We have also instigated one in the past which helped us get a feel of what patients are happy/not so happy about. During PPG Week Meet & Greet we could ask for patient feedback.
- **Consider all methods of communication to and from the patients. How do we improve and encourage all communications?**
– we at present use; meetings, email, newsletter, posters. Our Facebook page although is now set up with a picture of the new building needs someone to be in control of updating it. Brian also went on to comment; If we get the complaints and commendations system sorted we may be better placed to determine the key issues.
- **How do we determine patient's needs, concerns and interest?**
Meetings, feedback through email, surveys (one done in January and Another feedback session will take place during PPG Week.
- **Dr Grayson Way-** This will be publicised in next issue of Stethoscope.
- **Do we need a PPG agenda item to help determine up-dates.**
Carol stated that we always have an agenda item which gives updates from both a PPG angle and from the Practice.

As Brian was not present at the meeting these can again be looked at, at the next meeting.

Toys

The next rota was sent around for volunteers. This will also be sent out with the minutes.

CVS

At the last meeting Carol stated that Rachel Watkins from the CCG mentioned that the CVS were to 'host navigators to assist patients to access community groups that are funded through various mechanisms'. This was a little unclear so she asked CVS to explain -

The CVS will take references from GPs for patients that they believe may need some form of social intervention NOT MEDICAL. There shall be a trained (paid and in place by June) Community Navigator who will work with a bank of volunteers to befriend, signpost to community social groups.

The volunteer will initially arrange to meet a person to talk about their specific needs. If a person would like to join a community/social group then the volunteer could attend with them or ring the organiser to give them details of the new members so the organiser could keep a look out for them.

If whilst in someone's home they notice; no smoke alarm, rails needed etc the volunteer will report this back to the navigator.

The group thought that it would be a good idea to have the CVS to talk to us about this and the other work they do.

Charity Fayre

This will be held on Monday 13th June 2016 10am – 2pm. The aim is to highlight voluntary groups work and to possibly recruit members. The Hyndburn PPG are to have a stand and a questionnaire has been devised to attract new members to their group. Carol, Sarah and Beryl will attend.

Little Green Bus

At the last meeting Colin wanted to know more details about the scheme. Carol explained that they have a mini bus which they can hire to groups for a nominal hire charge. However, their main aim is to gather a bank of drivers with their own transport who will offer to drive people to appointments etc for a nominal fee of 40p per mile. This is paid directly to the driver. The journey from the volunteer's house to the customer and back again will be paid for by the scheme. There will be a paid 'Community Navigator' who oversees the running/co-ordination of the scheme.

Little Green Bus is scheme will also be working with GPs who can refer a patient who needs to navigate accessing community groups and befriending.

The group would like to invite Donna (Little Green Bus manager) to come and talk to us about this service.

FUNDRAISING FOR A MEMORIAL FOR Dr GRAYSON

It has previously been requested for an event that patients and staff could get involved with. Sarah suggested a sponsored walk between the 2 sites; Gt.

Harwood & Rishton. We shall offer tea, coffee & cakes for sale. It is then hoped that some 'self help' books and a permanent memorial plaque could be purchased with the proceeds. This shall be finalised at the next meeting, but it is hoped to be in September or October.

NEWSLETTER/SOCIAL MEDIA/IT

Between Sarah and Carol the latest issue is shortly to be complete.

So far no-one has come forward to take over the responsibility of IT particularly for updating Facebook and our web page. It was asked if one of the Receptionists could help us, but unfortunately they cannot use Publisher. Therefore we shall continue to lookout to recruit at the events that are planned during the next couple of months.

The Junior Dr's strike was posted on our new page by Sarah.

The old link does need taking off our web site, but when the old page comes up it then re-directs users to the current page.

It has also been noted that we need a link to NHS Choices and CCG Facebook link. However, without an IT guru it is difficult.

FEEDBACK FROM PATIENTS

We received a lovely written comment from a patient which reads –

“Cannot praise enough the helpful, supportive attention I received from Claire this morning. I feel she went above and beyond what I expect when trying to get some advice and help for my daughter.

Thank You!” (name given)

Given the unfortunate communication which Dr. Tyagi had to inform us of this was very well received.

We also had another written comment;

As most people attend because of virus/infections etc and all use the same self-check-in screen – could we have hand sanitisers available?

Sarah responded by stating there is hand gel on the soap and in the toilets.

Podiatry – On reading the Patient Survey actions Carol noticed it stated that GPs refer patient, it can also be self referral. Sarah will include this when it appears in the newsletter.

Carol also said that we seem to have a few comments regarding having later appointments and went on to say; due to the fact that Accrington may close what will our patients do if it is impossible for them to get out of work? This is presently being looked at through the CCG (appointments available 8am-8pm 7 days per week). Carol is attending a meeting this evening and Sarah has also heard the new proposals.

Comment -no drop in centre at Rishton. We will amend the actions to state why there isn't.

We shall also put in the newsletter to ASK AT RECEPTION If you don't understand something that has been said during a consultation.

Any Other Business

John asked where podiatry/chiropractic is available; Gt. Harwood Medical Centre, Rishton Health Centre and Accrington Pals. Self referral forms are available at reception.

Chris our guest from The Royle's PPG said that he had learnt a lot that he could take back to his own PPG. He further went on to say that we are a pro-active group. Chris also mentioned that defibrillator training is available – this can be discussed at a further meeting.

It was mentioned that Ian Robinson may have be able to point us in the direction of funding pots that maybe available for certain PPG activities. Carol will contact Ian regarding this issue.

Colin mentioned that the minutes which appear on the website are not in any particular order. This could be remedied when we have an IT person in post.

Date of Next Meeting

Tuesday 12th July at 2pm