

## **GREAT HARWOOD MEDICAL GROUP**

### **PATIENT PARTICIPATION GROUP AGM**

**Date & Time:** Tuesday 14<sup>th</sup> March 2017  
1.30 pm

**Venue:** Library / Resource Room  
Great Harwood Health Centre

**Apologies:** Dr Ireland, David Cockett, Julia Ashworth

**Members Present:** Yasir Mohammed, Sarah Lord, Carol O'Brien, Colin Cooper, Kevin Dean, Gerald Rostron, John Adams, Beryl Timmins, Pauline Quinn

- 1. Chairman's Welcome** - Yasir welcomed everyone to the AGM 2017
- 2. Secretary's Yearly Report 2016/17 – circulated prior to meeting**

#### **March 2016 –**

- Kirsty Grayson attended our AGM and we were advised of the donations received so far in honour of Dr. Grayson. The side road leading to the Health Centre was named after Dr. Grayson.
- It was also decided that the PPG would also fundraise in Dr. Grayson's memory.
- 2 new doctors joined the practise – Dr. Ansar and Dr. Sonde. Dr. Radice returned to work after her maternity leave and Vicky Owen joined the reception team.
- We had a reply from Graham Jones regarding lobbying to increase investment in local GP services.
- Our practice joined the East Lancs Union of GPs. This federation protects practices by giving them a louder voice within the locality.
- The CCG stated that there were quite a few anomalies with the Prioritisation process and would look again at it.
- We decided when our speaker event would be and the topic.
- Our Spring Newsletter was published.

- It was found that both patients and pharmacists alike need more information regarding the 'Pharmacy First Scheme'.

## **May 2016**

- Dr Tyagi reported that some patients have been shouting, bawling and making inappropriate comments to the receptionists. We all agreed that this is unacceptable .
- Results of the Practice questionnaire where discussed.
- With the absence of Yasir (our chairman) from the AGM he was voted in at this meeting along with Sarah as our Vice Chairman.
- The CCG started to consult with the public regarding offering 7 days a week, 8am – 8pm appointments. It was proposed to close the Accrington Victoria Walk In service (not the minor injuries department) and replace with a Hyndburn Hub. All PPG members were asked to fill out a questionnaire and return it.
- A letter was sent to MP Mr Graham Jones regarding the 'Put Patients First' campaign.
- We learnt that East Lancashire self referral services are in the process of being changed/updated.
- We decided the group's activities for PPG week.
- It was confirmed that a Community Navigator will be put in place. He will work with volunteers to befriend and signpost to community social groups.
- Our newsletter produced.
- Received a lovely comment from a patient who praised the Claire.
- More sanitizers were asked for by a patient. However it should be noted that hand gel is available on the wall and in the toilets.
- Chris a PPG member from The Royle practice (who sat in on our meeting) stated that he had learnt a lot that he could take back to his group and went on to say that we are a pro-active group.

## **June – PPG Week**

- We held a Meet & Greet (on the Monday) which went well both in the morning and the afternoon.

- A Raffle was done over 2 events; The Meet & Greet and the Dementia Talk (Wednesday) which raised £50.
- The Dementia & Befriending Talk was held at Churchfield House. Around 10 non members supported this event and Graham Walton from Carers Link gave a very informative talk. We also acquired a new member. Both the venue and topic was considered a great success.
- 3 of us attended the Charity Fayre in Accrington. The leaflet for 'Childhood Illnesses' along with free head thermometers were the most popular. It was suggested that this could be a topic for a future event.

## **July**

- We welcomed two visitors from Rosegrove; Mr Barry Pixton (PPG Chair) and Mrs Joanne Howard (Practice Manager). They thanked us for allowing them to sit in our meeting.
- As the behaviour of some patients still seems to be an issue it was decided that a piece shall be written for the newsletter.
- The main response from patients has been regarding waiting times. Again it was decided that a piece shall go into the newsletter stating that this is the norm across the area.
- We learnt that a lot of our GPs time is taken by patients being referred back to the Practice when they have had hospital treatment, rather than having follow ups at the hospital.
- Another ongoing issue is from a 'social' aspect within the community. Patients need to be aware of all the other self help methods that are available rather than going to their GP. 'Pharmacy First' being one.
- Jackie Whiteside our Nurse Practitioner left the practice for pastures new the PPG sent her a good luck card.
- Comments were passed onto the CCG regarding the HUB.
- Our summer issue of the Newsletter was produced.
- The practice put in a bid for funding for improvements at the Rishton branch.

## **September**

- Bad behaviour from patients is still an issue and has now resulted in a member of staff going off sick.

- The action taken;
  - a) Zero tolerance posters in reception
  - b) Staff told to inform the caller (if on phone) that they will put the telephone down.
  - c) Sarah to take over the phone call if necessary
  - d) Full flow chart appeared in the next edition of newsletter of how patients can be seen by a doctor
  - e) Patients told they will be removed from the practice list if their behaviour is threatening or becomes violent
  
- The Care Quality Commission (CQC) inspection took place on 1<sup>st</sup> September 2016. We were rated as **GOOD** across the board. Congratulations given to the whole Practice Team for a GREAT job done especially in the year post Dr. Grayson's passing.
- At the Hyndburn PPG meeting we had results following 'The Hub' questionnaires;  
Received 678 questionnaire replies in total – the whole meeting thought that was low!

60% strongly agreed with the proposal  
 11% neither strongly agreed or disagreed  
 29% strongly disagreed

7 in 10 households (of those replying) agreed with the proposed Hub.  
 The CCG stated that they believed further analysis is needed.

- We learnt that parking charges are to be introduced at Accrington Victoria. The Hyndburn PPG wrote to NHS Trust Blackburn to oppose the move.

*KEVIN MCGEE Chief Executive Reply;*

*With regards to car parking charges at Accrington Victoria Hospital, this recommendation is mainly to provide equity to staff and visitors on all 5 sites that ELHT are responsible for, discounted rates will apply to those who are part time and work under a certain amount of hours per week, this is covered in the Trusts Car Parking policy. Regarding car parking meters and the monitoring of those meters, all issues raised have been carefully considered as part of the overall work. I hope this provides clarity for the issues you have raised.*

- The Royal College of GPs advised us that the Prime Minister 'promised to protect the future of general practice'.
- Decided that the newsletter needed to be snappier and include; Health Matters, Practice News, PPG Minutes in brief, Feedback from patients and any new developments.
- Introduced 'The Herald' into the waiting room as patients had asked for reading matter whilst waiting for appointments.

## October

- Were informed that Joanne Ghoorun will be joining the Practice to take over the role left by Jackie Whiteside earlier this year. She will be joining the staff on 10<sup>th</sup> October 2016 and we all hoped she would be happy with the Practice. Joanne will be invited to our next meeting.
- We attended the flu clinics to talk to patients and support staff.

## November

- We met our new receptionist Julie Mackintosh.
- Newsletter produced
- Paul Gott was our guest speaker and talked about his new role as Community Navigator.
- We held our Christmas Fayre on; Saturday 26<sup>th</sup> November 10am-12noon at the Rishton site and Wednesday 30<sup>th</sup> November 2pm-4.30pm at the Gt. Harwood site.

We held a tombola, raffle, games, craft stalls & refreshments. In total we raised **£531.05**.

## January

- Attended the 'Care Navigation' presentation from West Wakefield Trust who had piloted the scheme. A further meeting was set to take place 2 weeks later but this was postponed due to this workshop creating lots of questions. We have not had any further date as yet.
- 2 members attended a PPG Workshop on Wednesday 25<sup>th</sup> January 2017.
- Newsletter produced

## February

- We are advised that our Nurse Practitioner has moved to a job more local to her. The GPs will cover the 'sit & wait' clinic.

### 3. Aims of the Group

*Create a PPG that is representative, equitable and, where possible, covers all sections of the practice population.*

16- 18's Go into schools?

- try approaching youth groups
- compose a good leaflet for circulation
- use Social Media

All areas of the community – Minority groups

- Yasir will speak to his Imam
- Possibility to circulate leaflets (possibly translated)

*To promote co-operation between the Practice and Patients to the benefit of both.*

John proposed that this particular point within our Terms of Reference was slightly changed to 'To promote co-operation **and understanding** between the Practice and patients to the benefit of both'.

Proposed – John Adams                      Seconded – Gerald Rostron

Do members feel we are adhering to this – if not how can we improve?

- Already do 'meet and greets' at the flu clinics
- Already have a link on our the website
- We need to look further into Facebook and other social media methods

The Practice feel we are adhering to this term of reference

*Aims for the next 12 months*

Newsletter

Questionnaire

Meet & Greet

PPG Week

Speaker Event

To be discussed at a later meeting to decide if we should proceed with; a Christmas Fayre/fundraising and Pharmacy 1<sup>st</sup>.

#### **4. Membership of the Group**

*Membership of the Group shall be open and free to all registered Patients and Staff of the Practice.*

Another invitation to join our group to be sent via email.

#### **5. Activities of the Group**

*The Group will consult with the Practice on service development and provision and assist in the assessment of community medical needs.*

- Done through; meetings, attending Hyndburn PPG, attending other workshop meetings outside the Practice (CCG), emails.

*The Group will contribute to, and be kept informed of, Practice decisions.*

- We do this through - Meetings, emails

*The Group will produce a **Newsletter** four times a year informing Patients of the work of the Practice and activities of the Group. The Newsletter will be distributed by email and through the post where necessary and will be made available in the surgery and on the PPG webpage.*

- We have - produced 4
- We send through e-mail and leave on reception.
- Appears on website for- Jan 2016 & May 2016 Missing –Oct/Nov 2016. This will be looked into. Also to find out how often our web page is looked at.
- It is not feasible to send/deliver to patients who do not have email as there is 7,000+
- Will continue to strive for 6 editions per year but sometimes other pressures (as we have seen this year) mean this may not happen.

*Identify key issues for an **annual survey** that will be published with the findings.*

- This was done last Jan/Feb 2016.
- We shall probably do the next one during PPG Week. There is no requirement from CQC to do it at a particular time.

- Questions – All members to think of questions for the next meeting. Carol and Sarah will find copies of previous surveys and bring to the next meeting.

*Discuss survey findings and reach agreement with the Practice on changes to services.*

*Agree an action plan with the Practice that enables the agreed changes to services to be made.*

- The results and action plan were circulated and discussed and agreed at the March 2016 meeting.

*Contribute to practice decision making and consult on service development and provision.*

- At meetings, email

*Provide feedback on patients' needs, concerns and interest and challenge the Practice constructively whenever necessary.*

- At meetings; sanitizers, provided feedback on the proposal of the 'Hub', requesting patient feedback through newsletter & box on reception

## **6. Meetings**

*The Group will endeavour to meet no fewer than four times a year, and will, in addition normally hold an Annual General Meeting in February each year.*

- We have met 6 times for meetings over the last year; March, May, July, Sep, Nov, Jan.
- An AGM was held last year 7<sup>th</sup> March 2016 and again today 14<sup>th</sup> March 2017.
- Meetings for 2017 will be as follows; Tuesday 9<sup>th</sup> May,  
Tues 11<sup>th</sup> July – This will be discussed at the next meeting due to holidays  
Tues 12<sup>th</sup> September (possibly move to 1<sup>st</sup> week or 3<sup>rd</sup> week)  
Tues 14<sup>th</sup> November. 2-4pm

*Notices of meetings, reports and information about the PPG's activities will be displayed on PPG notice boards, in surgery waiting rooms and on the Group's webpage and members will be notified by email alerts and through the post when necessary.*

- Notices of meetings are published in the minutes and are therefore also delivered via email, on the Web page and in the Newsletter.
- Will now also be put up in Reception.

*Have a Practice GP present at meetings to enable clinical understanding.*

- GPs have attended meetings whenever possible although we realise that this year has been a particularly hard one.

*Be provided with accommodation and facilitation by the Practice.*

- Sarah is always on hand to help either; in person, email or by phone
- We hold our meetings within the Practice Library
- Provide photocopying, advise
- GPs and staff support us at meetings and other events

## **7. Organisation of the Group**

*The Group's activities will be organised by a Committee of Volunteers and invited members.*

- Yes

*The Committee will be composed of a Chair, Vice Chair and Secretary and between four and six members, to be agreed at the AGM. Other members will be co-opted as required.*

Chairman: Yasir Mohammed

Proposed: Pauline Quinn                      Seconded: Beryl Timmins

Secretary: Carol O'Brien

Proposed: Yasir Mohammed                      Seconded: John Adams

Vice Chairman: Sarah Lord

Proposed: Carol O'Brien                      Seconded: John Adams

IT Support: There is no one to stand for this position

**8. AOB**

There being no other business the AGM was closed.