

**GREAT HARWOOD MEDICAL GROUP (GHMG)**

**PATIENT**

Tuesday 25<sup>TH</sup> January 2022 following the AGM

| Item | Minute   | Action |
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| 1.   | <p><b>Apologies</b> – Julia Ashworth, Sarah Lord, Dr Tyagi</p> <p><b>In Attendance</b><br/>Debbi Whitwell (for the Practice), Pauline Quinn (Chairperson), Carol O’Brien (Secretary), David Cockett (Treasurer), Christine Jackson, Colin Cooper, Alan Wilkinson, Lindsay Williams</p> <p><b>Questions posed to Practice prior to the meeting</b></p> <p>1. Q. What is our present ratio of GPs to Patients?<br/>A. 6 GPs for 8262 patients</p> <p>2. At the latest NAPP AGM the following question was posed. It is felt that this would be an ideal time for us to look at this ourselves.</p> <p><i>Q. Can we discuss/debate (if not AGM, then later) what is and should be the role of the Surgery to help and Support PPG?</i></p> <p><i>A. PPG are mandatory and a requirement in the GP contract, which refers to a ‘contractor’ (GP surgery) in section 5.0 (Patient participation) and that ‘contractor’ must:</i></p> <ul style="list-style-type: none"><li>● <i>Establish and maintain a PPG which includes some of its registered patients to enable the surgery to obtain and seek feedback from patients about their services</i></li><li>● <i>Make reasonable efforts to review the PPG’s membership each financial year to ensure that the Group is representative of its registered patients;</i></li><li>● <i>Engage with its PPG at frequent intervals throughout each financial year to enable the GP surgery to obtain feedback from registered patients in an appropriate and accessible manner about the services offered by the GP surgery;</i></li><li>● <i>Any such feedback about services should be reviewed with its PPG with the purpose of agreeing with the Group improvements to the service; the GP Surgery should then make reasonable efforts to implement such improvement.</i></li></ul> |        |

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|                  | <p><i>Despite these contractual requirements, a significant proportion of practices are providing minimal support and help to their PPGs. Whilst there is little in the way of sanction, the failure to have an engaged PPG can result in a downgrading (of the rating of the practice) provided by the Care Quality Commission (CQC). Perhaps more importantly, a lack of engagement means that practices and their staff miss out on all the great and helpful things supported and engaged PPGs do, several of which can reduce the workload of practice professionals.</i></p> <p><i>N.A.P.P are always interested in hearing from our members, what additional support could be provided by practices to PPGs and in using our network and relationships to try to influence the policy agenda in this direction.</i></p> <p>Please would you respond to the above yourselves as to whether you agree/disagree to the above and what our Practice’s role should be to help and Support PPG?</p> <p>Practice Response -</p> <p>“Regarding the role of the surgery to help and support the PPG we do try to encourage new patients to sign up when they register with the practice and the newsletters which I send out to patients invite them to join the group. I could try sending text messages to patients asking them to contact the practice if they are interested in joining the PPG? The best way to seek feedback is with a patient questionnaire/survey. As the last PPG survey was undertaken several years ago this would be a good time to run another one. If the group have suggested topics for a survey I will be happy to draft one or we can discuss at a future meeting when I am in attendance?”</p> |  |
| <p><b>2.</b></p> | <p><b>Accept Minutes from October 2021</b><br/> Proposed - David Cockett    Second - Colin Cooper</p>   |  |
| <p><b>3.</b></p> | <p><b>Matters Arising</b></p> <p>a) Sarah was looking into if it was possible to release the ‘Pre-bookable’ appointments at a different time of day to alleviate the phone congestion at 8am.</p> <p><i>“I have updated the website with the changes to appointments. I am happy to send a newsletter out, please</i></p>   |  |

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|                  | <p><i>let me know after the meeting if there is anything else you would like me to include.</i></p> <p><i>I am sorry but I haven't explored the option to release pre-booked appointments at a different time. I will raise it at this week's clinical meeting and let you know the outcome".</i></p> <p>b) Lyndsay put a message on FB regarding no toys are available within the reception due to covid.</p> <p>c) David disposed of the toys.</p> <p>d) Carol sent a letter to CEO of Hyndburn Leisure re; Mercer Hall – replies read out and is on-going. To right a further letter Re; complementary transport to the Hyndburn pool.</p>  | <p>Sarah</p> <p>Carol</p> |
| <p><b>4.</b></p> | <p><b>GHMG– On-going &amp; new developments</b></p> <p>Staff joining the Practice -</p> <ul style="list-style-type: none"> <li>● Dr. Kashif Iqbal ST1 Junior doctor Feb – Aug</li> <li>● Begum Hussain our new HCA</li> <li>● New 3<sup>rd</sup> year students from UCLAN who will work alongside all staff</li> <li>● Anne Feathers – Receptionist</li> <li>● New Mental Health worker from February</li> <li>● Pharmacy Team through PCN</li> </ul> <p>Staff leaving/left the Practice</p> <ul style="list-style-type: none"> <li>● Dr Ken has now finished his training</li> <li>● Sharon Green HCA</li> <li>● Andy Jones Physiotherapist</li> <li>● Julie Bartley Receptionist</li> </ul> <p>All services now resumed; well person checks, respiratory, baby clinics etc</p> <p>Same day video appointments available from 12.30pm provided by East Lancashire Alliance (ELA).</p> |                           |

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|    | The ELA will take over the out-of-hours extended service from the end of March 2022.   |   |
| 5. | <p><b>PPG Updates</b></p> <p>a) New Activities Booklet</p> <p>We now have up to date information from; Trinity Methodist Church (inc details of the Play Group), Bank Mill House, Churchfield House, Carers Link, Hyndburn Ramblers, Up &amp; Active (Hyndburn Leisure), U3A, Civic Society, Community Action Group, Gt. Harwood Cricket Club, Gt. Harwood Rovers, Cafe Latte, Libraries, Stepping Out, Community Solutions, Hyndburn Hub, Women's Institute,</p> <p>We still need to make contact or receive information from; Cross Axes Veterans Cafe, CVS, 1<sup>st</sup> Call Hyndburn, Bowling Clubs, Uniform Organisations, Be Strong, Mini Paint Pods (Accrington), Hyndburn Family Zone website, Hyndburn Baby Bank, Stay &amp; Play (Baptise Church C-L-M), Teeny Time (Ozy), Tesco Breakfast Club</p> <p>A list of activity groups were discussed but it was decided to leave this to the sub-committee. Any activities that do not fit with the Tesco brief will be put on our Facebook page.</p> <p>To contact Children's &amp; Wellbeing Service for other signposting.</p> <p>It is envisaged that we should make a deadline of the end of March 2022 for all details to be confirmed so at our next meeting we can discuss the first draft.</p> <p>We are to enquire as to what local printers charge.</p> <p>b) Facebook; to put regular content on Facebook</p> <p>c) WI presentation; Wednesday 13<sup>th</sup> July 2-4pm<br/>Talking about what we do and showing them our booklet.</p> | <p>Pauline/<br/>Carol/<br/>Lindsay</p> <p>Lindsay</p> <p>Carol</p> <p>Lindsay/<br/>Carol/<br/>Pauline</p> <p>Pauline/<br/>Carol</p> |

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| 6. | <p><b>Feedback from Patients</b></p> <p>The Practice are pleased to have received three written pieces of feedback since our last meeting;</p> <p><u>1. Congratulation to Great Harwood staff</u></p> <p>In March this year my wife and I visited Tenerife on holiday. Unfortunately we were ‘trapped’ because of the Pandemic but we had sufficient prescription tablets for the intending length of holiday.</p> <p>We ended up staying for a total of four months so we had insufficient medication as we are both on a repeat prescription each month.</p> <p>I contacted the Great Harwood surgery and spoke to Pam Mason and outlined our predicament. I had visited a pharmacy in Tenerife but was told I would require a prescription from my doctor especially Co-Codamol tablets. Later the same day I again spoke to Mrs Mason and she arranged for our medical history to be emailed to a friend of mine in Tenerife. Unfortunately that day there was a connection problem in Tenerife so the email was not received. I again contacted the surgery and the email was successfully received and I believe this was sent by Debbi Whitwell.</p> <p>The pharmacy in Tenerife accepted the documentation in relation to our prescription but NOT for the Co-Codamol. Later in the lockdown my wife was suffering badly with pain in her groin (she thinks it her hip that needs replacing) so I contacted the surgery and spoke with Dr Baister who was very professional and indicated, that having read her medical history, he would write a letter referring her for further treatment.</p> <p>This letter may seem long winded but it boils down to excellent assistance we had from the persons named above for which my wife and I are extremely grateful. I would ask that our sincere thanks be brought to the attention of the persons named.</p> <p>2. I recently had a problem gaining Patient Access and rang the surgery on Wed 12<sup>th</sup> at 8.15am. I would like to thank the</p> |  |

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|           | <p>Receptionist who had a lovely telephone manner and immediately put me at ease and then sorted out the problem. Can I also say a big thank you to all your staff after being a patient for 63 years.</p> <p>3. We are always given an appointment when needed. Staff are always helpful.</p> |                           |
| <b>7.</b> | <p><b>Newsletter On-line?</b></p> <p>a) Minutes in brief</p> <p>b) GHMG updates</p>  | Carol<br>Sarah/<br>Debbie |
| <b>8.</b> | <p><b>Any Other Business</b></p> <p>a) To look into the process of how patients now apply for travel vaccines.</p> <p>b) On-line booking needs to be taken off the Practice website and kept up-to date.</p> <p>c) Members were made away of the 'Tesco Community Newsletter'</p>              | Sarah/<br>Practice<br>“   |
| <b>9.</b> | <p><b>Dates of Meetings for 2022 at 2.00pm</b></p> <p>Tuesday 26<sup>th</sup> April, Tuesday 19<sup>th</sup> July, Tuesday 8<sup>th</sup> November</p>   | All                       |