

MINUTES

GREAT HARWOOD MEDICAL GROUP PATIENT PARTICIPATION GROUP MEETING

Date & Time: Wednesday 28th November 2012
2.00pm – 3.00pm

Venue: Baby Clinic
Great Harwood Health Centre

Those Present: Dr Grayson - GP
Dr Ireland - GP
S Lord – Practice Manager
J Hall - Patient
A Barker - Patient
A Cunningham - Patient
B Chippendale - Patient
B Knott - Patient
S Knott - Patient
D Bury - Patient
D Cockett - Patient
R Woods - Patient
G Brown - Patient
G Dilworth - Patient
G Rostron – Patient

Apologies: J Howard - Patient
K Dean – Patient
C O'Brien – Patient
C Young - Patient
P Bolton - Patient
G Whitehead - Patient
A Wood - Patient
A Todd – Patient
L Fairbrother - Patient

Circulation: A Chadwick - Patient

Welcome & Introductions

Dr Grayson opened the meeting by welcoming all attendees and introducing himself and Dr Ireland. He then presented the attached presentation to the group.

Following the presentation discussions ensued on the best times and days for meetings. The practice does have constraints regarding fitting meetings around surgery times and room availability. There were mixed opinions of when meetings should take place and it is hoped that there will be some meetings in the early evening for patients who are unable to attend during the day.

There were many suggestions from the group including holding clinics within the health centre for visiting specialities to see patients locally, negating the need for patients having to travel to Blackburn, or further afield to see a specialist. Other suggestions were a return of annual check ups for over 75 year olds; nurse led walk in clinics; well person checks; regular newsletters advertising opening hours,

explaining prescribing guidelines, informing patients of our new text message service for appointment reminders.

Dr Grayson and Dr Ireland thanked everyone for their suggestions and explained that often the bureaucracy within primary care in the NHS prevents the practice from operating as freely as it would like to. Each geographical locality has different guidelines, so services offered to patients living in Blackburn will not necessarily be available to patients living within Hyndburn. Dr Grayson informed the group about the ways in which the NHS is changing and that GPs have been targeted as the most appropriate sector of the NHS to commission services for patients, this will hopefully improve local services for patients in the near future.

Feedback from the initial meeting has been positive with patients feeling it was informative. It has been pointed out that this forum should not be used for patients to air their own personal issues and the focus should be kept on the aims and objectives of the group.

If, after reading the attached presentation you have any ideas on issues you wish to highlight and areas of priority for the next meeting please email or post them to Sarah by 7th December please (sarah.lord@nhsnet).

We aim for the group to be as representative of all our patients as possible. However it is possible that the participants in this voluntary group will themselves have a higher-than average level of interest in taking part. This means that we are focusing attention on those people who are already empowered and involved rather than those patients who rarely get involved. There is no easy way around this. However we would welcome members mentioning the group to other patients of the practice and encouraging them along. We would ask only that if anyone is interested in taking part, they express their intention to attend by email to Sarah.

Date & time of next meeting: Wednesday 12th December 2.00pm.
Please confirm your attendance to Sarah by 7th December.
Patients who attend will need to sign in at the general reception area.