

GREAT HARWOOD MEDICAL GROUP

PATIENT PARTICIPATION GROUP

Date & Time: Tuesday 5th October 2021, 2pm

Venue: Library / Resource Room
Great Harwood Health Centre

Members Present: Dr Tyagi, Debbi Whitwell, Pauline Quinn, Carol O'Brien, David Cockett, Christine Jackson, Colin Cooper, Kevin Dean, Lindsay Williams

Item	Minute	Action
1.	<p>It is with great sadness that Pauline announced to the group the passing of Beryl Timmins. Beryl was one of our founder members and a very active member, attending meetings and fundraising at our events. She will be greatly missed by the group. A time of reflection was held and a card of sympathy is to be sent to her husband Les</p> <p>Apologies: Sarah Lord</p>	Carol
2.	<p>Acceptance of Minutes: Zoom 16th July 2021 Telephone issues have now improved. Dr. Baister is now a Partner.</p>	Non
3.	<p>Questions Put to Practice Prior to Meeting</p> <p>“Does the practice envisage continuing with the present system of only 'telephone appointments on the day' into the future? Many complaints from patients have been aired - Whether urgent or not, appointments seem to get fully booked by 8.30am. Will appointments ever be made available online again? “</p> <p>Dr Tyagi kindly attended our meeting and gave an update.</p> <p>He talked extensively regarding the struggles the Practice had gone through during the Pandemic and how hard everyone has worked for Patients. It was mentioned that many colleagues had been affected personally and</p>	

<p>maximum effort was given by the strong, cohesive Practice team and it was hurtful when complaints are received.</p> <p>Their job had been made more difficult with the public being under the false impression that Practices had been closed for two years. However, they have tried their very best to accommodate Patients as and when they can and also following the Government Guidelines.</p> <p>The Practice now offer; 'face to face' (although takes longer due to the extra cleaning protocol) and 'telephone' appointments. Dr. Baister put the suggestions forward for bookable appointments available at 8am for the same day of the following week. Although an excellent addition it was asked if this would put extra pressure on the phone system at what is already a busy time of day for incoming calls for 'on the day appointments'. Could the time be changed?</p> <p>It was acknowledged and appreciated by the PPG and other Patients that Patient care has continued to be delivered under very difficult circumstances compared to many other Practices and areas in the country during the Pandemic.</p> <p>Dr Tyagi stated that the ways in which appointments are offered are looked at every three/four months. However, he would welcome any suggestions made by the PPG regarding appointment systems.</p> <ul style="list-style-type: none">● It was raised that there is much confusion with the appointment system for the Covid booster vaccination, but he reassured Patients that whatever way an appointment was booked the Practice system was updated.● The Practice is trying to resume other general clinics eg. yearly MOT and baby clinics but not until	<p>Sarah</p>
---	--------------

	<p>after the flu clinics have ended. However the CCG decide what clinics can resume not individual Practices.</p> <ul style="list-style-type: none"> ● The PCN is looking at our Practice from April 2022 holding 'out of hours' appointments 'face to face'. At present its mainly telephone appointments. 	
4.	<p>GHMG–a) On-going b)new developments</p> <ul style="list-style-type: none"> ● We have two new Receptionists; Beth & Rachel and two new trainee GPs Dr Ken Nweke (until February) & Dr Fatima Lawal (until February). ● All other issues discussed above in previous section. 	
5.	<p>PPG – NB. During Covid and to-date there is no active Patient Participation Board and Hyndburn PPG group</p> <p>a) Toys – Due to COVID it's our view that this service should not resume. A message is to be put on social media regarding this development and to encourage patients to bring their own toys etc to keep children occupied.</p> <p>Toys to be disposed of; Mention to Dr Ireland first as she kindly donated some of the toys.</p> <p>b) Tesco Bags of Help – David has managed to secure an extension for our funding deadline until August 2022.</p>	<p>Lindsay</p> <p>David/Dr Ireland</p>

c) Activities Booklet – In order to get our booklet updated we have attended; Crying of Town Fair, Let's Move Hyndburn, Barriers to Activities, CAG meeting and Trinity Open Day

Contact made and received updates from -
Bank Mill House , Carers Link Lancashire,
Hyndburn Ramblers, Trinity URC Methodist Church,
U3A, Civic Society, Community Activity Group.

Contacted but no update received to-date –
Churchfield House, Up & Active

Organisations still to be contacted -
Cafe Latte (Dementia Cafe), Libraries (excluding
Accrington), Cross Axes (veterans cafe),
Lyndon House, Townfield House, CVS, 1ST Call
Hyndburn, Community Solutions, Royal British
Legion, Stepping Out.

New Activities to possibly include -
Uniformed Groups, Pat Whitehead – Ongoing
Tesco Breakfast Club, Trinity Brass, Bowling Clubs,
Cricket Club, Great Harwood FC, Great Harwood
Otters, Soroptimist, Rotary.

Family orientated activities –
Many thanks to Lindsay for providing a
comprehensive list

To include a; **Self help section** – Samaritans,
Silverline, Cruise, Smile etc

To remove; Halcyon Studio as all activities have to
Be 'not for profit, free or minimal charge'.

Local printers will be approached for costings for
printing eg. Ellisons (Rishton)

Executive

	<p>d) Mercer Hall –</p> <p>A letter was read out regarding the re-location of the Mercer Hall swimming pool to Wilson Playing Fields in Clayton-le-moors (as discussed at the recent CAG meeting). It was decided by our members that due to our booklet aiding the health and wellbeing of the community that we should send a letter to Lyndsey Sims the CEO of Hyndburn Leisure Trust regarding them considering a brown field site; Britannia Mill, Great Harwood.</p>	Carol
6.	<p>Feedback from Patients</p> <p>Following an email sent to all of the PPG regarding their continued membership of the group we received the following replies;</p> <p>To remain members; Christine Jackson, Julia Ashworth, Alan Wilkinson, Graeme O’Neill, Pauline Quinn, Carol O’Brien, David Cockett, Kevin Dean, Colin Cooper.</p> <p>Relinquish membership; Beryl Chippendale, Keith Sudders, Mohammed Yasir, Margaret Duckworth, Alison Middleton.</p> <p>New member; Lindsay Williams</p> <p>The group welcome Lindsay and feel she will be a great asset.</p>	
7.	<p>Newsletter - Not to be continued at this time.</p> <p>The members felt that due to there being changes for booking appointments; appointments available at 8am for same day the following week/ Patients can be seen face to face and telephone that this information should be conveyed to Patients both electronically and the Practice website.</p>	Sarah
8.	<p>Any Other Business</p> <p>Our Treasurer David gave an update of our finances. At present we have £1679 which includes £1000</p>	

	from Tesco and £500 from The Duchy of Lancaster.	
9.	Next Meeting Tuesday 25 th January 2022 at 2pm this shall also include the AGM. A full list of meetings shall be given for 2022 at this Meeting.	