

MINUTES
GREAT HARWOOD MEDICAL GROUP
PATIENT PARTICIPATION GROUP MEETING

Date & Time: **Tuesday 27th September 2016** **2.00 pm**

Venue: **Gt. Harwood Health Centre**

Those Present: Sarah Lord, Dr Jill Ireland, Yasir Mohammed, Carol O'Brien, Beryl Timmins, Debbi Whitwell, Brian Faud, Kevin Dean, Pauline Quinn, Gerald Rostron, Colin Cooper, Julia Ashworth.

Welcome

Yasir welcomed everyone to the meeting.

Apologies

David Cockett, Geoff Knowles, Ian Robinson, John Adams

Introduction new members

Non in attendance

GHMG Doctors – updates

A discussion took place regarding patient's bad behaviour towards our receptionists. This reached a point lately where a member of staff went off work with stress. We all agreed that this type of behaviour is totally unacceptable and that we are living in a society where in general people want everything NOW! It was decided that we need to educate patients that this behaviour will not be tolerated. The action to be taken;

- a) Posters in reception (in a few different places).
- b) Staff have been advised to inform the caller (if on phone) that they are unable to continue the conversation and will end the call.
- c) Line Manager or Practice Manager could take over the phone call if available.
- d) Flowchart to appear in the next edition of newsletter illustrating how patients can be seen by a doctor.
- e) Patients to be informed they will be removed from the Practice list if their behaviour is threatening or becomes violent.

GHMG

- a) The recent Care Quality Commission (CQC) inspection took place on 1st September 2016. We were rated as **GOOD** across the board. Sarah passed around a summary but full details can be found on the practice website. We all congratulated the Practice Team. This is particularly important to the Practice as this has been a very difficult year after the passing of Dr Grayson.
- b) Flu clinic dates given out.
- c) It was decided that putting an additional antiseptic gel dispenser near the check in screen would not be good use of the Practice money as there is already a dispenser in the waiting room.
- d) We were informed that Joanne Ghoorun will be joining the Practice to take over the role of Nurse Practitioner left by Jackie Whiteside earlier this year. She will be joining the staff on 10th October 2016 and we all hoped she would be happy with the Practice. Joanne will be invited to our next meeting.

PPG Updates

- a) **At the latest Hyndburn PPG** we had information regarding 'The Hub' questionnaires;

Received 678 questionnaire replies in total - we all 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. They went on to say that they are looking through all the comments that everyone has made and they believe further analysis is needed.

Charity Fayre – The June event was discussed, and it was felt that it did not achieve our objectives of spreading the word of PPGs. We shall look at other ways for the future.

Accrington Victoria Hospital Car Parking Charges - Hyndburn PPG to write to NHS Trust Blackburn. There is a risk of cars going onto side streets and causing residents even more distress than at present.

Waiting times for hospital procedures – Hyndburn PPG to write to CEO of NHS Trust.

Peel House is piloting the Rally Round Scheme

b) **Royal College of GPs** - RCGP Chair, Professor Maureen Baker

Extract from latest RCGP bulletin -

Exciting news! Thanks to your commitment to, and participation in, our campaign we've had reassurance from the Prime Minister herself '**promising to protect the future of general practice**'.

'Despite this pledge from the Prime Minister, the future of general practice isn't secure yet.'

They will be in touch soon to let you know how to get involved at a local level.

We will await the next stage.

c) **Pharmacy 1st** –

Not all are registered for the scheme.

Pharmacy association is having its funding cut and maybe halved so this could cause some to close.

The Hyndburn PPG is to write to our MP regarding this matter.

d) It was suggested that I write a letter to County Hall regarding Social Care In The Community. However, at our meeting this was deemed to be ineffective, due to the response we have had in the past.

e) Carol is to contact the following and invite them to a meeting that's convenient to them;

CVS Talk & Community Care Navigator

Little Green Bus

It was also discussed that in the future we could have an outside Speaker for 'Childhood illnesses'.

f) Toy cleaning – The rota was updated until the next meeting

Sponsored Walk – In Aid of Dr. R. Grayson Memorial Fund

This was considered and due to Public Liability Insurance it was decided that a 'Christmas Fayre' at both sites would be more preferable as more patients would be able to take part.

These will take place on; Saturday 26th November 10am-12noon at the Rishton site and Wednesday 30th November 2pm-4.30pm at the Gt Harwood site.

Julia is to contact Churchfield House for a list of their craft stall holders so that they can be invited for a small fee.

The suggested stalls were tombola, raffle, Christmas goods & refreshments.

Carol is to contact MIND to see if they would be willing to hold a stall, especially as we shall probably buy some 'self help' books for patients from them. It is also hoped that we will be able to purchase a plaque in respect of Dr Grayson for the Rishton site. We cannot have one at Gt Harwood as we do not own the building.

Publicity; Posters (wherever possible in Gt Harwood and Rishton), Herald (November edition), CVS (to send poster to all their registered chartities).

Carol to ask businesses of Gt Harwood for donations of prizes for the tombola or raffle.

Newsletter/Social Media/IT

Carol has contacted CVS regarding help with computer work. We are at present awaiting Liam from CVS will get back to us. We have asked for help for putting things on our website/social media applying links and how to write more snappy rather than ramble in the newsletter.

A discussion took place regarding the newsletter and it was decided that it should be snappier and include; Health Matters, Practice News, PPG Minutes in brief, Feedback from patients and any new developments.

For the next issue specifically; CQC article, U3A advert (to make specific emphasis that it is for the whole of Hyndburn), Christmas Fayre, coffee morning at the Peoples Centre, Gt. Harwood 10am – 12noon 50p and advert for more toys, winter ailments.

Feedback from Patients

A patient had asked regarding magazines in reception. There is an issue with this as there could be cross infection. It was therefore stated that we would approach the Herald to get copies which would be in reception for patients to read whilst they are waiting and then take home.

It was noted from Yasir that an unfortunate incident took place near his Pharmacy where the patient was un-responsive. My Pharmacy immediately rang for an ambulance and ran a relative. The family rang to say Thank You the following day.

Any Other Business

More toys are needed for reception.

We need a new sheet for signing in for 'toy cleaning'.

Next Meeting Tuesday 22nd November 1.45pm PLEASE BE AWARE OF THE NEW TIME. THIS IS SO WE CAN ALL MEET THE LATEST MEMBER OF THE PRACTICE TEAM.
