

GREAT HARWOOD MEDICAL GROUP (GHMG)

PATIENT PARTICIPATION GROUP (PPG) MEETING

Date & Time: Tuesday 4th September 2018

Venue: Great Harwood Medical Group

Present: Carol O'Brien
Pauline Quinn
Sarah Lord
Beryl Timmins
Colin Cooper
Gerald Rostron
Alison Middleton
David Cockett
Julia Ashworth
Margaret Duckworth

Apologies: Dr Tyagi
Alan Wilkinson
Christine Jackson

1. Welcome – Pauline introduced Margaret and the group welcomed her.
2. Matters Arising: The minutes from May were approved.

It was suggested that the best way to encourage new members to join is by word of mouth.

When Carol and Pauline have prepared some information on activities available in the local community Sarah will clear a noticeboard in the waiting area.

The memorial plaque for Dr Grayson has now been delivered and will be fixed to wall at High Street Surgery soon.

3. GHMG: On Going & New Developments – Sarah
Staff: Currently recruiting a Practice Nurse to work alongside Carol Flynn when she reduces her hours next year.

Flu: This year there will be 3 types of flu vaccination offered. Trivalent for those aged 65 years and over, quadrivalent for those aged under 65 years at risk and a nasal vaccine for children aged 2 to 10 years. The following letter/email/text message has been sent to eligible patients:

Flu Facts

Support your local GP – have your flu jab at your practice!

If you are aged 65 or over you may be eligible for a Pneumonia vaccination which can be given at the same time as your flu vaccination.

If you are aged 70 – 75 or 78 – 79 you may be eligible for a Shingles vaccination which can be given at the same time as your flu vaccination.

Help us to Help You: We have ordered and paid for a vaccination for all eligible patients. Please support your local practice by attending one of our clinics. If you have your flu vaccination elsewhere the vaccine we have ordered and paid for will be wasted.

<u>Date</u>	<u>Time</u>	<u>Location</u>
Saturday 29 th September	10am – 12pm	Gt Harwood Medical Group
Wednesday 3 rd October	3 – 5pm	Gt Harwood Medical Group
Saturday 6 th October	10am – 12pm	High Street Surgery
Wednesday 10 th October	3 – 5pm	Gt Harwood Medical Group

The following people are at increased risk and are strongly advised to have a free seasonal flu injection:-

- Everyone aged 65 years and over.
- Everyone aged under 65 years diagnosed with heart problems, diabetes, chronic asthma, COPD, kidney disease, liver disease, stroke or TIA, a neurological condition, spleen problems, suppressed immunity or morbidly obese.
- Carers in receipt of Carer's allowance.
- Everyone living in a nursing or residential home.
- Pregnant ladies at any stage of their pregnancy.

If you meet any of the above please attend one of the “open sessions” – no need to make an appointment.

Carol & Pauline are drawing up a poster to impress on patients the importance of having their flu vaccination at the practice rather than a pharmacy. Pneumonia and Shingles vaccines can be given at the same time as flu to eligible patients if they have it at their practice. We also have access to full health records and emergency kit.

The following volunteers offered to help out at flu clinics and hand out newsletters / appointment flowcharts:-

Sat 29th Sept: Julia & Beryl
Wed 3rd Oct: Pauline & Carol
Sat 6th Oct: Colin
Wed 10th Oct: David & Alison

4. PPG.

Toy Cleaning: Carol passed the toy cleaning rota around. Sarah to ensure cloths are available.

Sarah is to purchase suitable leaflets from Lancashire MIND up to £250 from previous funds raised.

5. Hyndburn PPG

The group passed their gratitude on to Pauline for representing the group and attending the Hyndburn PPG meetings. Pauline informed the group that from 1st October the Extended Access evening and weekend appointments will be rolled out to all patients registered with a practice in East Lancashire and that there will be a hub in each locality. Appointments can be made via your GP practice or by phoning 111 when your practice is closed.

6. Newsletter content

Sarah will draft a newsletter to include minutes in brief, NHS choices "Your Health", flu clinic dates, feedback, patient access and appointment flowchart.

7. Feedback from Patients.

Pauline reported that the hospital are now sending appointment letters via text message and they are not easy to open and read.

Carol reported that a patient had received inconsistent advice regarding travel vaccinations.

Pauline reported that her Dentist was impressed with a referral sent to them by the GP.

Carol reported that a patient was very complimentary about Dr Gauge.

Colin reported that Podiatry in Accrington Pals has a drop-in centre each Thursday from 12 – 2pm.

A patient has left a suggestion in the box at High Street to ask if a Sit & Wait could be considered at High St Surgery. Sarah will discuss with partners and feedback at next meeting.

8. Any Other Business

David commented on how striking the display on sugar content in drinks displayed in the waiting areas is.

David mentioned that the practice leaflet on the website needs updating – Sarah to action.

David feels that the website does not easily highlight to patients the appointment system – Sarah to action.

9. Date of next meeting: Tuesday 4th December 2018 1.30pm.