

**MINUTES**  
**GREAT HARWOOD MEDICAL GROUP**  
**PATIENT PARTICIPATION GROUP (PPG) MEETING**

**Date & Time:** 7<sup>th</sup> March 2016 1.30 pm

**Venue:** Library / Resource Room

**Gt Harwood Health Centre**

**Those Present:** Carol O'Brien, David Cockett, Gerald Rostron, Colin Cooper, Pauline Quinn, Kevin Dean, Maureen Faud, Brian Faud, Sarah Lord.

**1. Welcome**

In Mohammed's absence Sarah welcomed everyone and thanked them for attending the meeting.

**2. Apologies**

Julia Ashworth, Beryl Chippendale, Beryl Timmins, Mohammed Yasir.

**3. GHMG Updates**

Dr Sohail Ansar joined the practice on 18<sup>th</sup> January as a salaried GP. Dr Ansar works Tuesday to Friday. He is also a qualified Pharmacist so has a wealth of medicine knowledge. Up to date the practice has received very positive feedback and we are sure Dr Ansar will be a great addition to the clinical team.

Dr Radice returned from maternity leave on January and is back to working 4 days per week.

Dr Sonde joined us in February and will stay with us until August. Dr Sonde is in her second year of speciality training to become a GP and will be with us on Mondays and Fridays throughout her placement.

Jackie Whiteside has returned to running the sit and wait clinics after a three week absence in February.

We welcome a new full time receptionist Vicky Owen, who will be working at Gt Harwood for the time being.

From 1<sup>st</sup> April 2016 all GP practices must extend electronic access to patient records. Currently, once registered for the service, you can book and cancel

appointments online, order prescriptions and send a message to the surgery. From 1<sup>st</sup> April you will be able to view all coded data within your notes which includes, test results, allergies, vaccinations and diagnoses. For access to these details you will need to sign a form which is available at Reception (see attached leaflet).

Patient Survey – See attached results and action plan.

The practice has joined the East Lancs Union of GP s which is a federation consisting of 36 practices representing 226,633 patients across the locality. The federation was formed to protect practices by giving them a louder voice within the locality, to ensure funding and services are not cut, by working together to pool resources and ideas and to have a say in the future services for patients within East Lancs. The federation is currently working with East Lancs Clinical Commissioning Group (CCG) to provide access to a GP up to 8pm Monday to Friday and Saturday mornings at a hub in Hyndburn. This is in response to the Government's intention to provide access to GP services from 8am – 8pm weekdays and at weekends. It is doubtful that any GPs from this practice will be working from the hub but the GP or Nurse that you see will have access to your electronic medical records unless you have opted out of allowing other health care professionals to access your records. At the moment we do not know where the hub will be or when the service will start. We do know that you will be able to book an appointment via the practice.

#### **4. Fundraising**

As Mrs Grayson has arranged for the side road to be named after Dr Grayson the group are looking at fundraising for a permanent memorial. Suggestions include a plaque at both sites, self help books to loan to patients with mental health issues and a bench. This will be discussed at the next meeting.

#### **5. PPG Updates**

The toy cleaning rota was circulated.

**Prioritisation Process:** Carol reported that she had spoken to the CCG who informed her there were lots of anomalies within the document which would take time to sort out. It is taking longer to put into practise than was first thought.

**Community Services List:** Carol had an email from the CCG who said that they could not compile a list of all community service for the public as patients cannot directly access these services. They are redesigning community services so that a patient is in contact with one service but this a very long process. The overall aim is that patients will have a case manager who is their main point of contact and will know all the individual teams who the patient accesses but the patient will just see one community service. In the meantime they can provide a list of services patients can access directly. The Community Voluntary Support (CVS) are being funded this coming financial year to host navigators to assist patients to access community groups that are funded through various mechanisms.

**NAPP Bulletin:** Reducing Missed Appointments: The Department of Health has published results of a trial of a system of text message reminders to reduce missed hospital out patient appointments.

We have been offering this service for a couple of years.

**Why Health is “Easier Said Than Done”:** This report by the Royal Society for the encouragement of Arts, Manufacturers and Commerce, sets out some reasons why we might find it hard to live in a healthy way, exercising, eating well, getting adequate sleep and checking for early warning symptoms. It also looks into strategies for overcoming those hurdles and to initiate lifestyle changes, including commitment devices, temptation bundling and implementation plans.

## **6. Speaker Events**

Sarah has spoken to Carol Pollard from Carers Link who is available to speak at an outside venue. She is very keen to do a talk on the services Carers Link provide which would cover Befriending and Dementia. She suggested a session approx. 1½ hours in length? She is available on a Tuesday & Wednesday. Carol has also spoken to Churchfield House and they can accommodate us any Wednesday (or Thurs but not the 1<sup>st</sup> in the month). Churchfield House is a non profit organisation but would charge us £20. They would make available pump flasks for refreshments. Carol will check the availability as to whether we can hold our event on a Wednesday around 3.00/3.30pm. Carol to see if this can be arranged for Wednesday 8<sup>th</sup> June.

## **7. NEWSLETTER**

Next Newsletter – Spring

- (a) Promote Facebook page
- (b) NHS Choices newsletter
- (c) New alcohol guidelines
- (d) Weight loss programme
- (e) Couch to 5K
- (f) Time to quit
- (g) Coping with money worries
- (h) Zika & Noro Virus
- (i) Raising low self esteem
- (j) Eating disorders
- (k) Tinnitus

## **8. FEEDBACK FROM PATIENTS**

David presented to Boots pharmacy with a condition which was suitable for the Pharmacy First / Minor Ailment Scheme. The pharmacist wrongly informed him that he needed a record card from his GP. Please see attached leaflet which states record card can be issued by participating pharmacy.

Pauline turned up to the sit and wait clinic when the Nurse Practitioner was on sick leave. She was impressed that the clinic had not been cancelled and that she saw Dr Tyagi after a short wait.

Pauline queried how patients with chronic diseases are called for their annual reviews. Sarah advised that there had been a few problems with the software used to identify patients for their reviews this year but hopefully from April all patients who need a review will be called in their month of their birth.

Colin advised he had been informed that a patient turned up for an appointment but when they arrived the appointment had not been booked. Sarah advised Colin she was aware of the situation and had resolved ther

matter with the patient. The group thought it would be a good idea for all patients to ask for an appointment card as proof of their appointment.

Colin advised that a family member took time off work to attend to an appointment but the GP was running late so they had to return to work without being seen. This is unfortunate and is usually due to a patient needing to be admitted to hospital in an emergency situation. Please be assured that the GPs / Nurses know you are waiting and will try to see you as quickly as possible. Appointments are available up to 6pm three evenings per week and telephone consultation are another option.

Synchronisation of medications – if you take regular items and one of them has become unsynchronised please ask the Reception staff to synchronise your medications the next time you put in a request.

If you are due a medication review and you do not have enough medication to last until the review please inform the Receptionist who will ask the GP for enough medication to see you through until your appointment.

### **9. Any Other Business**

Colin asked what the Little Green Bus was, Carol advised that she would find out details for the next newsletter.

### **10.NEXT MEETING**

Tuesday 10<sup>th</sup> May 2016 - 2pm in the Practice Library.