

## MINUTES

### GREAT HARWOOD MEDICAL GROUP

#### PATIENT PARTICIPATION GROUP MEETING

**Date & Time:** 6<sup>th</sup> October 2014  
2.00pm – 3.40pm

**Venue:** Library / Resource Room  
Great Harwood Health Centre

**Those Present:** S. Lord, Dr. R Grayson, S. Knott, G. Whitehead, C.O'Brien, C. Cooper, B. Chippendale, A. Barker, D. Bury, B. Timmins, J. Hall, D. Cocket, J. Huggan, B. Kay, G. Rostron

**Apologies:** J. Howard, A. Cunningham, J. Ashworth

**Welcome:** Stephen welcomed everyone to the meeting. Sarah welcomed the new members from Rishton.

#### **Minutes From Previous Meeting**

The members present accepted the minutes from the previous meeting. Sarah to send the previous minutes to B.Timmins.

Carol advised the meeting that she would start a file to be kept on the library shelves of past minutes.

#### **Chairman**

Stephen advised the meeting that he was locating to pastures new in Scotland to be near his family. He therefore, was stepping down as Chairman. A card was given to him signed by the group in recognition of the work he had done and to wish him well for the future.

Dr. Grayson also thanked Stephen from himself and colleagues for stepping into the Chairman role and helping to get the group off to a good start.

Carol asked for nominations to fill the post of Chairman. No one came forward. Carol asked everyone to think about this before the next meeting.

#### **GHMG Updates**

a) Sarah advised the group that the amalgamation with Rishton is going well. There is now IT links for both sites.

b) A new Senior Nurse Practitioner (Jackie Whiteside) shall be starting with the practice from November 2014. It is envisaged that her role will take some pressure from GPs leaving them to concentrate on the more complex work.

It is envisaged that Jackie will take on the acute walk in clinics. Sarah will invite her to our next meeting so she may introduce herself.

The number of GP appointments available have gone up significantly since our first Senior Practise Nurse started in August.

c) It was explained that through a government led campaign all 75yr olds were written to, advising them of their named doctor. It was explained that many patients seem to prefer certain GPs and Dr. Grayson stated that this would be managed in an appropriate way.

d) Dr Grayson raised the issue of; The Summary Care Record. This was started around 6 months ago explaining that information of a patient; allergies, drug list and major diagnoses would be able to be accessed by A & E, Out of Hours Service etc.

If anyone wished to opt out of this it is important to let reception know, as soon as possible.

It was also explained that this list would not contain intimate details, also that this list is held within the NHS and will be kept in line with stringent Data Protection Regulations.

A question was asked regarding nuisance calls which could result from this list. It was advised that anyone can contact their phone provider and ask for details how these can be blocked.

e) Heating - There has been no recent complaints. A mechanical and electrical consultation has taken place and it was found that the heating/coolant system was in compliance with the appropriate regulations.

f) Toys - The GPs have discussed the issue of toys being available within the waiting room. There is no objection for children to have the use of toys. Carol will write to Mrs B. Daly to advise for insurance purposes and will contact Dr. Royle's PPG secretary to see if they would like to be involved as our waiting room is a common area shared with both practices.

Our group think this would be a project we could get involved with. Carol stated that volunteers would be needed to clean the toys possibly with Milton wipes. It would also need some form of fund raising if we are going to make an enclosed area.

Donations of robust toys but no soft toys will be appealed for in our newsletter.

g) Drop-in-clinics – These clinics have been both successful and popular with patients, and these will continue. It was advised that although this service is only held at Great Harwood, Rishton patients can attend.

During the initial amalgamation of the Rishton surgery, the practice have tried to keep waiting times for an appointment to a minimum but accept that at times this has been longer than would have been hoped.

It is thought that the cancellation of appointments has been halved due to these drop-in-clinics.

The telephone message shall be updated to include details of the drop in clinics.

h) MJog – This new technology will mean that a patient can cancel an appointment using the text facility. There have been some initial teething problems with this new service but training will shortly rolled out to staff and then it can go live. All patients will be encouraged to give their mobile numbers.

It was also stated that changes have been made to the telephone system as some patients have been getting cut off. These problems should now have been resolved. Interviews are taking place this week for another full time receptionist. One of her main jobs will be to answer phone calls, thus cutting down on the time patients have to wait for the phone to be answered.

### **National Association For Patient Participation - Update**

a) Carol advised the group that all PPGs are to be thanked for getting involved with 'Put Patients First Back General Practice' Petition. A Herefordshire group collected 800 signatures.

b) The Chairperson of the NAPP (Dr. Patricia Wilkie) was invited to Downing Street to recognise 'patient power' within the NHS. – The government recognises the NAPP as an influential organisation.

c) The NHS are working together with NAPP on their 'patient online' programme. Carol replied to their email asking what online services our practice has.

### **IT – Newsletter/Web**

Gerald wished to have it clarified which material needs to be put on the web and included within the Newsletter. It was also pointed out that we should be careful not to duplicate material. It was decided by the group that items should be put onto the web pages and then these can be printed off and photocopied as a Newsletter.

Sarah thought that she also had some information for a newsletter that could then be published bi-monthly so we would combine the newsletter. An ideal time for giving out the newsletter would be the second Wednesday Flu Vaccine Clinics and also copies to be placed on the reception.

Items for inclusion; Bullet points of minutes, community activities, the projects PPG involved with; 'Self care for life – be healthy this winter' campaign, self help group numbers, toy donations and recycling medicines.

Other community groups will be encouraged to advertise. Jessie Hall has already given details of Bank Mill House activities.

David thought it may be worth contacting the 'Herald' to see if we could advertise in their free publication.

To help promote the work of the PPG an update PPG news flash runner is to be put onto the web page.

### **Projects for PPG**

a) Carol explained to the group that Michelle Pilling (Lay advisor quality & patient experience) would be willing to come and speak to the group on; where the CCG is now and the work that is planned/underway to involve patients in the commissioning cycle. The group thought that this was a good idea and Carol will hopefully arrange for the next meeting.

b) The NAPP ran an advert on the back of a recent newsletter publication regarding recycling medicines for Africa. Carol thought this maybe something that the group would like to get involved with. Sarah said that the GPs would be able to give advice on identification of drugs. It was decided that a box would be put behind reception for the receptionists to take drugs from patients. So as not to take up too much of Receptionists time Carol asked for volunteers to help with the packaging up of the items for postage. Beryl Timmins said she would be willing to help.

Posters can be put up on notice boards and also an inclusion in the newsletter .

### **Any other business**

Gerald asked due to recent press publicity 'how many of our doctors are first aid trained?'. Sarah replied that if an emergency incident happened near or around our practice then all our doctors would be willing to give assistance. She reminded the group that all doctors take an oath which covers incidents like this.

### **Next Meeting**

Tuesday 2<sup>nd</sup> December 2014 at 2pm in the library.