

MINUTES

GREAT HARWOOD MEDICAL GROUP

PATIENT PARTICIPATION GROUP

Date & Time: 19th May 2015
2.00 – 4.10 pm

Venue: Library / Resource Room
Great Harwood Medical Group

Those Present: Sarah Lord, Carol O'Brien, Alison Barker, David Cockett, Ian Robinson, Beryl Timmins, Gerald Rostron, Colin Cooper, Pauline Quinn, Julia Ashworth, John Adams,

Apologies: Dr. Rob Grayson, Gerald Whitehead, Anthea Cunningham, Beryl Chippendale, Joanne Howard, Mohammed Yasir.

Welcome

Sarah welcomed everyone to the meeting.

GHMC Updates

1. 'Put Pharmacy First – Minor Ailments Scheme' this scheme was introduced by Sarah to the group. Community pharmacists will provide advice on specified minor ailments and supply medicines according to the local formulary free of charge for patients exempt from prescription charges, including patients with a prepayment certificate. Patients can self-refer to the service by attending their pharmacy in person to receive a consultation and if appropriate a supply of medication will be given. Sugar free preparations can be supplied for diabetics and children. The patient needs to have a current ailment, the pharmacist will not supply items for replacement purposes, "just in case", for travel abroad, to stock up medicine cupboards or for a long term condition. The minor ailments include allergies, bites and stings, hayfever, colds/flu/temperature/fever (children only), cold sores, conjunctivitis, constipation, cystitis,

diarrhoea, indigestion/heartburn, pain relief, vaginal thrush. Full details will appear in the newsletter.

2. New Appointments systems – The following will be put in the next edition of the newsletter (will appear as a flow chart).

a) If a patient needs to see a doctor the same day;

Each GP has several appointments which can be booked on the day. Once these have been booked up you can request a telephone consultation from the Duty GP or attend the Sit & Wait Clinic where you will see our Nurse Practitioner or the Duty GP. The Sit & Wait Clinics are held at Gt Harwood and run each morning from 8.30 – 10.30am and each afternoon from 2.30 – 4.30pm (except Wednesday).

b) If a patient doesn't need to see a doctor the same day;

Each GP has appointments which can be booked up to 6 weeks in advance.

Also to appear in the newsletter - Our reception team make every effort to give you an appointment with the doctor of your choosing but unfortunately this will not always be possible. You may prefer to book an appointment via our website www.ghmg.org.uk. You will need to sign up for this at Reception. Over 100 appointments each month are booked by patients who then fail to attend. Please let us know if you are no longer able to come at the time you have booked so that we can offer the appointment to another patient.

All patients can access appointments at Gt. Harwood or Rishton.

All the doctors are aware of the length of waiting time for appointments.

3. Telephone Upgrade – will take place before the end of May and will be able to queue up to 12 patients. This is hoped to help with unanswered calls/engaged tone. Reception will know how many callers are waiting.

It was also suggested that whilst callers are waiting a message detailing the practice provision could be useful.

4. Repeat Prescriptions - these will no longer be taken over the phone. Prescriptions can be ordered through your pharmacist, by email, the website, fax or by post. The new routine for ordering repeat prescriptions shall appear in the next edition of the newsletter.

5. Patient Access - Some members were concerned to learn that the website used to book appointments / order prescriptions online is run by a third party. Sarah assured us that the website will have the highest security as it has been approved by the Department of Health.

PPG Updates

1. Toys – we now have our first donation from Pauline and it is hoped that others may follow. Carol will now produce a cleaning rota (fortnightly) with Reception staff kindly cleaning in between. At the February meeting the members present were happy to be involved in the rota (this included Mrs. Cockett and Mr. Timmins).

2. Rapid Transport Shuttle Bus – As part of Pennine Reach this service shall access most of the main areas of Gt. Harwood (excluding the Cliffe).

3. Reading Well books on prescription – Sarah had not heard of these so Carol said she would try and find out more (maybe from Library or JobCentre Plus).

4. The University of the Third Age – At the last meeting in May there were over 90 people in attendance with 60 enrolling at £15 per person with a reduction for a husband and wife. Everyone comes together to share/learn new skills. This is for the whole of Hyndburn not just Great Harwood. Next meeting is Friday 12th June 2015 and on a monthly basis. To be publicised in the newsletter.

5. Hyndburn Network of PPGs – At the moment there doesn't seem to be any Hyndburn group meetings to share best practise/ideas etc. The group was happy for Carol to look into the possibility.

6. PPG Week

a) It was decided to have a coffee morning in the Library / Resource Room on Monday 1st June 8.30 – 11.30am. Publicity material shall appear in Reception, within prescriptions (My Pharmacy), Gt. Harwood & Rishton notice boards (Ian Robinson), Library & Morrisons.

b) Free Blood Pressure Checks – Sharon and a member of staff from My Pharmacy to be done in the Library / resource Room.

c) Volunteers; Carol, Beryl, Pauline & Julia. David is on holiday.

d) Cakes; Carol, Pauline, Julia, Alison and Sarah.

Tea/coffee; Beryl.

Practice; milk, sugar, plastic cups & napkins.

e) To ask for donations – Sarah to make sign. It shall be decided at the next meeting what should happen to the donations taken.

f) Colin felt that Rishton should also have a presence during PPG Week. He is going to do a 'meet and greet' for patients at High St on Tuesday 2nd & Wednesday 3rd June from 9.00 – 12noon.

Speakers

It was decided to leave this item until the next meeting. All members were asked to think about the types of speakers they would like. It maybe that we could we could link this to a charity calendar.

It was also suggested that we have a yearly calendar of events for our group so these can be planned well in advance.

Newsletter

The response from the group and patients is that our 2nd edition of 'Stethoscope' has been very well received.

The group decided on the following articles for the 3rd edition;

Allergies

Cost of missed appointments

Pharmacy First

New appointments system

New phone waiting service

Minutes in brief

Recycled medicines to be re-run

Toys request

Repeat prescription notification

Feedback from Patients

We have received nothing from the feedback email link.

It was noted that patients are raising the issue of having to wait lengthy periods for the Sit & Wait Clinic. This is unfortunately unavoidable due to the nature of the clinic.

Another member stated that when waiting in the reception area he noticed how cheerful Dr Royle's male receptionist was. He felt that this was part of the job of all receptionists and the public interface was paramount. Sarah will have a word with all receptionists.

Any Other Business

- a) It was stated that if the Carers Link appointments (available both at the Gt. Harwood and Rishton site) are not used then we will lose them.
- b) 7 days opening for practices – This was thought to be very good in principle, however, it would be heavily reliant on locums as our GPs can only work so many hours in one week. If our GPs worked at weekends then they would not be available as much during the week.
- c) High Street, Rishton - Colin raised the question of how we can keep these patients included? He further mentioned that they do not have a Sit & Wait but it was explained that Rishton patients can be seen at the Gt. Harwood site as this cannot be offered at Rishton. It was hoped that the new appointments system will help to address this issue.

Patients also have raised issues that they no longer have a nurse, however Carol holds a full day clinic each Thursday and Sharon has a full day clinic on a Tuesday which is greater provision than the previous GP offered.

Colin also asked if any of the former Rishton practice had been invited to join the PPG. All the existing Rishton groups were asked to join the Gt Harwood PPG however only Colin took up this offer. It is hoped that Colin can establish contact with local patients during PPG Week and encourage future PPG members. The group look forward to hearing Colin's findings at the next meeting.

Copies of 'Stethoscope' shall also be available at the Rishton site.

Next Meeting

Tuesday 11th August 2015 at 2.00pm in Great Harwood Medical Group Library.