

## GREAT HARWOOD MEDICAL GROUP (GHMG)

### PATIENT PARTICIPATION GROUP (PPG) MEETING

<b>Date &amp; Time:</b>	Tuesday 22 <sup>nd</sup> May 2018
<b>Venue:</b>	Great Harwood Medical Group
<b>Present:</b>	Carol O'Brien Pauline Quinn Sarah Lord Beryl Timmins Colin Cooper Gerald Rostron Alison Middleton Christine Jackson Dr Tyagi
<b>Apologies:</b>	David Cockett Julia Ashworth Kevin Dean

1. Welcome – Pauline introduced Alison and Christine and the group welcomed them.
2. Dr Tyagi informed the group of the change to the appointment system where most of the appointments are now available to book on the day. Hopefully this will reduce the number of appointments which are not attended and will reduce the number of people attending the Sit & Wait clinic, therefore reducing the wait time. Follow up appointments are still available to book up to 4 weeks in advance for those patients who prefer. If a GP wishes to see/review a patient they will ask the Receptionist to book the most appropriate appointment.
3. GHMG: On Going & New Developments – Sarah  
Sarah informed the group of the new data protection regulation, GDPR (General Data Protection Regulations) which comes into force on 25/5/18. Patients will receive a text message or email from the practice asking them to opt in or opt out of receiving information from the practice – see practice website for further details.

The GPs have asked the PPG to keep a noticeboard in Reception up to date with activities available in the local community for isolated patients to attend. Often patients attend to see the GP as they are feeling isolated and lonely and have very little contact with others.

4. PPG.  
New members: Carol had attempted to contact 2 patients who had expressed a wish to be part of the PPG but was unable to reach them on the contact details given.

Toy Cleaning: Carol passed the toy cleaning rota around.

Dr Grayson's Plaque: Carol is to forward the invoice to Sarah for the plaque.  
Sarah is to look at suitable leaflets to be purchased from Lancashire MIND.

RCGP Campaign Teams – Carol informed the group that the government announced that the Home Office will no longer be able to access patients' names and addresses, except where they are suspected or convicted of serious crime. This is a major victory in ensuring patient confidentiality and preventing the Home Office from treating GP patient data like the Yellow Pages.

PPG Week 4<sup>th</sup> – 8<sup>th</sup> June

It was agreed that members would be on site at both practices to hand out the leaflets regarding the closure of the walk in centre and to inform patients what the alternatives are.

5. Hyndburn PPG

The practice should soon be receiving a pack with leaflets and posters for patients regarding the closure of the walk in centre and what alternatives are in place. Pauline had attended recent meetings with the CCG regarding the closure was disappointed with the lack of publicity to date.

6. Newsletter content

Sarah will draft a newsletter to include all minutes in brief, NHS choices "Your Health", Couch-5K, closure of the walk in centre, GDPR and appointments.

7. Feedback from Patients.

Carol reported that a patient was very pleased with the display of sugars within everyday items in the waiting room.

David emailed Carol asking if the online booking of appointments had changed. Sarah advised that as most of the appointments are now available to book on the day the amount of future appointments available to book on line has reduced, although there are some available to book up to 4 weeks in advance. Patients can look online at 8am each weekday to see what is available for that day and book.

8. Any Other Business

Sarah reported that the message some patients had reported receiving when phoning during busy times telling them the number was unavailable or incorrect has been rectified by the CCG IT department.

Reception staff will now ask each patient upon booking an appointment what the appointment is for as this greatly helps the doctor when reviewing patient notes before the consultation.

Sarah confirmed that patients residing in a residential, nursing or care home remain registered with the GP and community nurses who can visit at home if required

providing the address falls within our practice boundary. If the patient moves out of the practice boundary they would need to register with a GP closer to their new address.

Sarah confirmed that the GP no longer needs to see the yellow warfarin book when ordering a prescription for warfarin as the results are now available to view electronically. The Pharmacist may still ask to see the yellow book.

9. Date of next meeting: Tuesday 4<sup>th</sup> September 2018 1.30pm.