

GREAT HARWOOD MEDICAL GROUP (GHMG)

PATIENT PARTICIPATION GROUP (PPG) MEETING

Date & Time: Tuesday 4th December 2018

Venue: Great Harwood Medical Group

Present: Carol O'Brien
Pauline Quinn
Sarah Lord
Beryl Timmins
Colin Cooper
Alison Middleton
Margaret Duckworth
Alan Wilkinson
Christine Jackson
Kevin Dean

Apologies: Dr Tyagi
Gerald Rostron
Julia Ashworth
David Cockett

1. Welcome – round table introductions were made.
2. Matters Arising: The minutes from May were approved.
The memorial plaque at High St still needs to be put up.

The mental health leaflets from MIND are proving popular with GPs and patients.

Carol & Pauline have updated the notice board in the waiting room.

Carol will be working on a booklet of local activities and events in the new year.

Flu – final delivery of vaccines for over 65s received, the National shortage did impact on our last flu clinic but everyone who is eligible has now been offered a vaccine.

Sit & Wait at Rishton – A suggestion was made for a Sit & Wait clinic at Rishton. The GPs felt this was not practical but reminded patients that most appointments are released at 8am and can be booked by looking online, phoning or presenting to the surgery for a same day appointment.

3. Drs Questions / Discussion: Kevin had emailed Sarah the day before the meeting to ask what implications Brexit may have on doctors in our practice and local hospitals.

As there was no GP at the meeting to answer the question Sarah will ask the GPs to respond before the next meeting.

4. GHMG: On Going & New Developments – Sarah

Important changes to ordering prescriptions - From 1st January 2019 community pharmacies will no longer be able to order medicines on patient's behalf. This is to ensure safe and responsible issuing of medication and to prevent unnecessary medicine waste. Patients will be able to order prescriptions online, by email, by fax, by post or in person. Housebound patients can ring the practice and speak to a trained member of staff

PLEASE NOTE THAT YOUR NOMINATED PHARMACY CAN CONTINUE TO COLLECT AND DELIVER YOUR PRESCRIPTION ONCE ISSUED BY THE DOCTOR.

New Staff: Helen & Julie – Receptionists, Jane – Practice Nurse, Dr Hafez, Dr Waquar & Dr Allister - Trainees.

5. PPG.

Sarah thanked all volunteers who helped at the flu clinics, it helped to make them run smoothly.

Toy Cleaning: Carol passed the toy cleaning rota around.

Coffee morning – Carol and Pauline raised the idea of holding a coffee morning at the surgery to try to encourage isolated patients to come in to meet people and engage with services such as Carers Link, Age UK, Social Services, Telecare, Falls Team, Community Navigator, etc. Transport could be provided by the Little Green Bus or the Rotary Club. Alison offered to show people how to do chair exercises. This will be discussed further at the next meeting.

Carol has subscribed to the “Self Care Forum” and will circulate information.

6. Hyndburn PPG & Patient Partner Board (PPB) updates

A pack has been developed to welcome new members to the PPB and invites them to share their views and perspectives on the services which are provided by health across East Lancs.

Audiology Update – GP and patient experiences and views of NHS hearing aid services.

NHS Pledges – discuss with the Pendle East PPG to run the pilot on behalf of the practice and a report is being drafted. When this is completed, it will be shared with Carol who will inform the Hyndburn PPG.

Been assured that a representative from the CCG will attend the Hyndburn PPG meeting whenever possible.

Varicose Veins – engagement for this policy consists of a survey and promotion across CGS, requesting patients, the public and other stakeholders to read the updated policy and respond accordingly.

Car park charges will be enforced at Accrington Victoria Hospital.

Carol attended the Social Prescribing Event – Welcome was given by the new East Lancs CCG Chair Dr Richard Robison. Communities can be the best medicine: communities supporting general practice – Community Voluntary Sector.

Hyndburn - Plant & Power, Sandy Lane Gardening Project, Oak Hill Park Volunteers.

Burnley - Building Children's Resilience projects; cycling, gardening, street cleaning, history project, community kitchen (Burnley FC).

Pendle - The Power of the PPG & Trawden Forest Community Centre.

Ribblesdale - Starting to Thrive.

Rosendale - More Than Medicine, Social Prescribing, PPG, share & tell events with health related topics.

7. Newsletter content

Hub Appointments

Patient Access newsletter

Stay Well This Winter Campaign

Notice Board Contents

Coming soon: Coffee morning

Dates for meetings for 2019

Minutes in Brief

New staff

Carol to forward to Sarah who will prepare newsletter.

8. Feedback from Patients.

Good feedback on "male trainee".

Good feedback at flu clinics from patients new to the area.

Patient who expressed an interest in attending PPG meetings but has not been able to asked Sarah to feedback as follows:-

"I believe that at present anyone missing 2 appointments in a 6 month period are sent a letter warning of the consequences if they fail to attend again. I would suggest that any person missing 2 appointments in a 6 month period should be struck off the medical group's list. This may seem a draconian suggestion but surely

the cost of missed appointments and sending out letters, with the various opportunities to make appointments would be a saving.”

“I recently sat in the waiting room for half an hour after my appointment time. There was an emergency which could not be helped but no explanation from the reception for the reason was given. Surely it would be manners to explain the reason other than “the doctor is running late” I did not expect the reason for the emergency to be given but some useful explanation would have been helpful”

“May I point out that I consider the Medical Group to be first class and this letter is not a condemnation of the group but a constructive letter. May I apologise if the above items have been raised at a meeting.”

The group felt the current system for dealing with patients who missed appointments was fair but maybe we could add the cost of a missed appointment to the letter.

Alan suggested it would be worthwhile to work out the percentage rate of missed appointments – Sarah to action.

Regarding waiting time, the group agreed that patient’s should be informed if the GP is running late but appreciate it is difficult to say how long the emergency will take to deal with. They would encourage patients to approach the reception staff to check if there is any update on waiting time if they are concerned.

9. Any Other Business

Alan asked if the strip of grass between the car parks could be paved or a path put in as it is a long way for people to walk round with wheelchairs / prams in inclement weather – Sarah will email NHS Property Services to see if this is possible.

Colin asked is staff could wear name badges – Sarah confirmed all reception staff had been issued with a name badge and she will remind them all to have them visible.

Future meeting dates:

Tuesday 12th March 1.30pm AGM followed by short meeting

Tuesday 7th May – PPG week discuss

September & November to be announced later

10. Date of next meeting: Tuesday 12th March 2019 1.30pm.