

GREAT HARWOOD MEDICAL GROUP - PATIENT PARTICIPATION GROUP

NOTES

Date & Time: Tuesday 13th February 2024 **Following the AGM**

Venue: Library / Resource Room
Great Harwood Health Centre

Members Present: Sarah Lord, Pauline Quinn, Carol O'Brien, Alan Wilkinson, Christine Jackson, Lindsay Williams

Item	Minute	Action
1.	Apologies: David Cockett, Karen Clarke, Margaret Morrison, Julia Ashworth	
2.	<p>Accept Minutes from March</p> <p>Proposed Lindsay Williams Second Sarah Lord</p>	
3.	<p>Matters Arising</p> <ul style="list-style-type: none"> • Health Watch Lancashire <p>The group showed their appreciation to Lindsay following on from the above visit and the PPG notice board has been completely re-vamped.</p> <p>David sent in his observations from this inspection;</p> <p>“I notice that the cluttered Waiting Room displays were commented on and the suggestion that more professional coloured documents should be used. Suggestion - As the PPG cannot finance the purchase of a colour printer, would it not be worth enquiring if the Practice could afford to finance professionally designed colour printed notices instead of home-produced items. These notices would give a more professional image, provide more impact and be in keeping with the standards of our modern Health Centre.”</p> <p>After a discussion it was decided that colour printing could be done at the Library and Alan Wilkinson also offered his services.</p> <p>The sugar content display although a very important topic is in disrepair. Sarah Lord will look into this.</p> <ul style="list-style-type: none"> • Corkell Award <p>Carol stated that as the group is probably already aware we were not successful with our bid.</p> <p>The results were announced by the President at a Special Awards session after the N.A.P.P. AGM ON 18TH November. She stated that all the nominees were ‘winners’ but that the three finalists had developed their projects further with ‘sparkle and icing on the cake’.</p>	<p>Sarah/Alan</p> <p>Sarah</p>

	<p>The Winner was Denton Surgery Patients' Group – Northampton - They established a voluntary patient transport system along with organising many social groups</p> <p>Joint Runners Up were;</p> <p>Bassett Road Surgery PPG – Leighton Buzzard - Ran a survey to gain local health services for the many new housing developments that had been built in their area.</p> <p>Mount Road Practice PPG – Manchester - Ran weekly dementia activity sessions and produced a podcast to enhance their newsletter for those unable to access the written word.</p> <p>Highly Commended were; Boundary House Surgery PPG – Bracknell, Berkshire. Old Coulsdon Medical Practice PPG - Croyden and joint entry: Shipston Medical Centre PPG – Stratford-upon-avon, Hastings House Medical Centre PPG – Warwick and Meon Medical Centre PPG – Stratfor-upon-avon</p> <ul style="list-style-type: none"> • Winter resilience appointments went well and eased pressure on Gp's but ended on 31st January 2024 	
4.	<p>GHMG - a) On-going b) new developments</p> <ul style="list-style-type: none"> • Recent measles cases have been confirmed in the area. The Practice are encouraging all patients who have not received 2 doses of the MMR vaccine to book an appointment with the practice nurse. • Modern General Practice - The practice is looking into a total triage appointment model from June 2024. A GP will triage all the requests for appointments ensuring the patient is booked with the most appropriate member of the team within the appropriate timeframe. More details to follow. <p>It was stated the Patients would have to get used to the new model and give Receptionists information on their ailment so they may be triaged. The Group realised this was going to be a massive change for Patients and education will be key. Sarah will liaise with the group and an extra PPG meeting shall be arranged to discuss further how to help the Practice educate patients of forthcoming changes.</p>	Sarah/ all members
5.	<p>PPG – a) Survey Results</p> <p>Three members sent comments to be read out at the meeting regarding the Survey.</p> <p>Julia; "I've read the survey results with interest. Very few people took part, for whatever reason. In my experience, this should be taken as a positive result. If a person has nothing to say, they must be satisfied that things are okay. They will only be too happy to complain if they feel strongly about a negative issue. Also,</p>	

some people are suspicious of surveys; others find it difficult to fill in if any part asks them to write comments about a particular item, rather than answer by ticking a box with a suggestion/comment already written. Perhaps there should be just one space at the end for comments, or perhaps two spaces, one for positive comments and one for negative ones. I also wonder if some people might not be familiar with some staff titles; they might know someone is there to take their blood but might not know their official title. A patient asked me what was an HCA, and was an Associate person fully qualified.

Perhaps we are taking too much for granted.”

David;

“Suggestion - I wonder if we as a PPG group could be more pro-active in perhaps personally meeting patients to explain the services and systems of the practice, possibly when arriving for appointments.

As my wife, Christine, has a sinus problem, to save booking an appointment, I persuaded her to try PATCH’s for advice from the surgery.

This morning the PATCH’s site said *'GHMG currently unavailable for health problems till 12 noon'*. She attempted again just after 12 noon and the PATCHS’ site had changed to *'unavailable till 8am tomorrow'*

It looks like the PATCH’s site will only accept a limited number of health enquiries, which is a bit confusing when the site says *'We respond ASAP during opening hours Mon-Fri 8am.'*

I feel if we are expected to ‘spread the word’ we need better information about PATCH’s & how it works.”

Margaret;

“Regarding the survey. I like using Patches but do agree with others that being able to reply to the GPs response would be better.”

It was decided;

A poster describing who’s who with names and photos (if personnel agree) shall be put in reception along with a description of job titles/descriptions be put in the Newsletter.

Sarah stated that PATCHS has to be limited to ten cases per day (administration requests no limit). However when the Practice moves to the triage model this should increase.

Feedback from the Partners;

“There were more positives than negatives. It's nice that some patients appreciate we are trying something different with new and improved phone line etc. Little concerned about some of the comments but as the results are anonymous we would encourage any patients who are dissatisfied to contact the practice so we can explore further with them.

The results are useful to push forward with discussions around different triage models.

Sarah/Carol

	<p>Can the PPG promote the new improved phone system with call back option?</p> <p>Can a larger sample size be done next time potentially to make it more of a reliable." representation?</p> <p>The group felt that the option of call back should be introduced sooner at Patient 5 not 10 as it is at present. Promotion to be done within the Newsletter.</p> <p>It was also felt that the PPG had tried to use different methods to gain a larger sample size (email/survey monkey/hard copies/face book links) but unfortunately we cannot force Patients to participate. To be looked at within the Action Plan.</p> <p>SEE SEPERATE ACTION REPORT</p> <p>b) Funding possibilities for projects</p> <p>Carol stated that she had met with Dorothy from CVS in December regarding possible funding for future projects which was very promising;</p> <ol style="list-style-type: none"> 1. Eric Wright Group (a construction company) possible £1000 plus could advertise a volunteer role for help. 2. Integrated Care Board (Lancashire & Cumbria NHS) possibly £1000 - £5000 dependant on project. <p>The group thought this was encouraging in case we were in need of further funding.</p> <p>c) Possible Activities for 2024</p> <ol style="list-style-type: none"> 1. To repeat the survey (Nov/Dec 2023) when Action Plan has been implemented. 2. Notice board with all Practice personnel described. To start immediately 3. Consider further issues of Community Activity Booklet – possibly summer 4. New Members campaign – to discuss further at May meeting 5. Voluntary tea trolley within Reception – to discuss further at May meeting (could have H&S and DBS check implications). 6. CAG involvement – to discuss at May meeting. 	
<p>6.</p>	<p>Feedback from Patients</p> <p><u>Feedback from Friends & Family Test handouts</u></p> <p>Very good - Want to put excellent service for the nurse I've just seen, Catherine was amazing, professional and kind to me and my daughter. Would definitely book her again.</p>	

	<p>Very good - Reception were very helpful and arranged a routine appointment with a GP for a prostate exam and possible blood test (PSA). I suggested to the Receptionist that it would be a good idea to start a "well man" clinic to promote preventative therapy / medicine / blood tests etc. Invite the guys in for tests through the NHS, as with the girls (breast screening etc).</p> <p>Very good - Practice Nurse Claire made me feel at ease.</p> <p>Very good - Lovely staff & doctors / nurses. Very efficient, clean practice.</p> <p>Very good - Thanks for all your help</p> <p>Very poor - No-one will give appointment I have tried today</p> <p>Very good - The medical attention I have received from doctors and nurses has been exceptional. The reception and staff are more than helpful and always deal with any issues or problems efficiently. I feel very lucky that I have people like you to deal with my issues and problems.</p> <p>Very good - Beth was amazing and friendly.</p>	
7.	<p>Newsletter & Facebook Content</p> <ol style="list-style-type: none"> a. Minutes in Brief AGM & Meeting b. Personnel descriptions/names c. Measles d. Survey 'you said we did' findings of Survey <ol style="list-style-type: none"> I. How to get appointments (to include Acorn Centre and Rossendale Appointments) II. How to get prescriptions III. How to use PATCHS & link (Information sheet) IV. Quieter times for phoning V. Telephone service to offer calls backs after five Patients are in the queue. VI. It is advised that emails can be taken for prescription requests but not advised VII. It is to be made clear that any Patients who have any individual issues should reach out and get in touch personally with the Practice at; sarah.lord@nhs.net VIII. Practice Personnel working hours e. Cohen's (Rishton) and Tesco Pharmacies (Gt. Harwood/Accrington) assist with minor ailments. 	<p>aCarol bSarah cSarah</p> <p>I Sarah II Sarah III Sarah IV Sarah V Carol VI Sarah VII Carol VIII Sarah</p> <p>eCarol</p>
8.	<p>Any Other Business</p> <ol style="list-style-type: none"> a. Alan brought to the attention of the meeting the path between the car park and Dr. Grayson way. This was brought to the attention of Lancashire County Council many years ago and still nothing has been resolved. The meeting give Alan permission to write to them for an update and will report back at a later meeting. b. Cohen's (Rishton) and Tesco Pharmacies (Gt. Harwood/Accrington) assist with minor ailments. 	<p>Alan</p>
9.	<p>Next Meetings 2024/25 - PLEASE NOTE NEW TIME</p> <p>An extra meeting shall be held prior to the May meeting to discuss the role out of 'The Modern Practice' model. Meeting to be advised.</p> <p>Tuesday 21st May 1.00pm, Tuesday 13th August 1.00pm Tuesday 19th November 1.00pm</p>	<p>Sarah/Pauline/ Carol</p> <p>All Members</p>