

MINUTES
GREAT HARWOOD MEDICAL GROUP
PATIENT PARTICIPATION GROUP MEETING

Date & Time: **Tuesday 12th July 2016** **2.00 pm**

Venue: **Meeting Room, Gt. Harwood Health Centre**

Those Present: Dr. Jill Ireland, Sarah Lord, Carol O'Brien, David Cockett, Beryl Timmins,

Welcome

We welcomed two visitors; Mr Barry Pixton (PPG Chair) and Mrs Joanne Howard (Practice Manager) from Rosegrove Surgery.

Apologies

Julia Ashworth, Geoff Knowles, Gerald Rostron

Also from; Collin Cooper, Kevin Dean, Pauline Quinn

GHMG GP's

Patient Behaviour We discussed with Dr. Ireland that a short piece to be written for the newsletter from a patient's prospective of how appalled we all were to here of the inappropriate behaviour of some patients towards receptionists.

Waiting times The main response from patients has been regarding waiting times. To write piece for the newsletter stating that this is the norm across the area. Also to include our different ways patients can access a doctor – mention 'walk in' and that 50% book on the day. Some practices are moving to 100% book on day.

Our guests thought this a good idea for them to publish their services within their newsletter.

What takes up a lot of our GPs time is many patients are referred back to the practice when they have had hospital treatment, rather than them having follow up at the hospital. Another ongoing issue is from a ‘social’ aspect within the community. Patients need to be aware of all the other self help methods that are available rather than going to their GP. ‘Pharmacy First’ being one. It was then decided that the PPG should look at Social help within the community, possibly linking in with the CVS talk.

GHMG Updates

Jackie Whiteside It was sad news for the group to hear that Jackie will be leaving the Practice at the end of July. She is moving to a larger practice with more nursing staff.

Interviews are taking place on the 20th July for her replacement. This service will be kept running even though there may be a slight gap before another practitioner fills the vacancy. It was stated that this ‘sit and wait’ service sees around 50 patients per day.

It was decided that the PPG will send her a ‘Thank You & Good Luck’ card.

PPG Updates

Toy Cleaning – Carol thanked all those who had volunteered for this job. However, there are still some places yet to fill for August & September. An email will be sent to all members asking for volunteers.

PPG Week – Carol went through the events that took place to get feedback.

- Meet & Greet – went well both in the morning and the afternoon. Beryl was thanked for help at selling the raffle tickets.
- A Raffle was done over 2 events; The Meet & Greet & the Dementia Talk and raised around £50. We had lots of prizes so have kept a couple of bottles of wine for our next raffle. No one raised any objections for holding a raffle.

- Dementia & Befriending Talk, around 10 non members supported this event and Graham Walton from Carers Link gave a very informative talk. We acquired a new member.
Both the venue and topic was considered a great success.
- Outside speakers was thought to be something we should continue to do. Members were asked to think about topics. This will be discussed at a future meeting.

CVS –

- Sarah, Beryl and Carol attended the Charity Fayre (13th June). The leaflet for ‘Childhood Illnesses’ along with free head thermometers were the most popular. Maybe this could be a topic for an outside event. Sarah stated that educating patients about this is a massive problem.
Around a dozen questionnaires were filled in. But it was found to be difficult to get attention to talk through; leaflets, PPGs & fill out a questionnaire as members of the public don’t like to stop and talk for too long as they are busy. It was suggested that if this is repeated we should just concentrate on one thing, request a stall near more ‘footfall’ or in the ‘market hall’. Carol will bring this up at the next Hyndburn PPG meeting.
- Help with IT – Carol stated that the CVS may be able to help us with our ‘Social Media’ issues. This could be in the form of training and/or being done for us. Carol to find out more and ask them to come and give a talk on their services.

Little Green Bus Speaker – Carol will contact them to arrange a talk for a future meeting.

CCG Questionnaires – The comments made from our members were;

- Why destabilize what we already have that’s working.
- Patients may have problems travelling to a new site if it is further away.
- There is not enough spare staff to fill the new hub from practices.
- It was deemed that the Hub would not be able to deal with the same capacity as Accrington Victoria Walk In.

- Receptionist (even though training may be given) should not be responsible for triaging patients, if anything goes wrong it's not fair for them to have this on their conscience.
- Will all the training be complete before the implementation of the new scheme?
- Who will pay for this training – Practices or CCG

It was suggested that the Hyndburn PPG invite the CCG to a meeting to give an update.

Carol will send all our responses to the CCG.

NAPP -Building Better Participation

This publication has been produced by the NAPP and PPG Groups and funded by NHS England. Carol is to look through all the sections and feed back at the next meeting.

New respite Centre

It was stated that this has opened within Elysium-GS Social Care. It was discussed that it is very disappointing that Social Care and Practices are not integrated. Social Care is becoming a serious issue within the community. It was thought that this issue is something that either we or the Hyndburn PPG can look at.

Fundraising for a memorial to Dr. Grayson

A date of Saturday 22nd October 2016 was suggested for a Sponsored Walk from the Gt. Harwood Practice to Rishton on the White Path.

Carol will look at devising a poster and a discussion is to take place at the next meeting. Sarah will enquire as regards any Health & Safety issues.

Newsletter

It was felt that the last issue was far too lengthy. This was due to us not publishing one for a while and the content had built up.

It was decided that this should be a main topic on the next agenda.

The next issue shall consist of;

- Unacceptable behaviour from a patients point of view
- Dr Grayson Way & Advert for Sponsored Walk
- Unacceptable behaviour from a patients point of view
- New help for 16-25 year old carers
- Patients should ask the doctor for more information if they don't understand or ask at reception on their way out.

Feedback from Patients

An email shall be sent out with the minutes asking any virtual members to send any comments via email.

It had been noticed at our 'Meet & Greet' that some patients had been waiting a very long time. An indicative time of waiting will be put on the message board.

The seating has been reported as being uncomfortable at the Rishton site. The Practice have put in a bid for funding.

Patients have been asking for magazines in the reception. Due to Health & Safety these have had to be removed. It was stated that they have the Newsletter to read and take away. It was also suggested that we contact The Herald to deliver copies to both the Gt. Harwood and Rishton sites.

The sanitisation of hands was again discussed. There is only one on the wall in the reception area and it was felt that another one should be beside the check-in screen. Carol to converse with Sandra Dixon the Manager of the building.

Any Other Business

Our guests Jo and Barry thanked the group for allowing them to sit in on the meeting.

Next Meeting – Tuesday 27th Sept 2-4pm