

MINUTES
GREAT HARWOOD MEDICAL GROUP
PATIENT PARTICIPATION GROUP MEETING

Date & Time: Tuesday 22nd November 2016 2.00 pm

Venue: Meeting Room, Gt. Harwood Health Centre

Those Present: Sarah Lord, Dr.Tyagi, Yasir Mohammed, Carol O'Brien, Julia Ashworth, David Cockett, Colin Cooper, Joanne Ghoorun, Paul Gott (Invited speaker), Kevin Dean, Julie Mackintosh, Pauline Quinn, Gerald Rostron

1. Welcome

Our Chairman welcomed everyone to our last meeting before Christmas.

2. Introduction of our new member of staff

Sarah introduced our 2 new members of staff; Joanne Ghoorun our new Nurse Practitioner and Julie Mackintosh our new Receptionist.

They were both welcomed by the group and hoped they would be very happy working for the Practice.

3. Apologies

Beryl Timmins, Geoff Knowles and John Adams.

4. Introduction of any new members

None.

5. GHMG Doctors – updates/questions

Dr Tyagi stated that all the staff especially Sarah (Practice Manager) had worked very hard to achieve the Good Status from the CQC. He went on to say that they are more than keeping their heads above water and that everyone was doing their very best.

The report that the Observer published will be put into the next edition of Stethoscope.

6. Guest Speaker

Paul Gott was introduced to the group and informed the group of his role as the Community Navigator.

- It's a CCG funded programme and there's a strong indication that funding will continue beyond June 2017 for a further 12 months.
- His role is to provide a navigating route through all the community groups for anyone needing a helping hand, thus cutting down on Doctor and Community Nurse visits.
- Paul talked to us regarding his extensive work background – he is very well qualified for the role.
- Referrals come through from Hyndburn and Pendle with Rossendale. These can come from individuals, members of the public, GPs etc.
- Through sitting with them and talking, finding out their problems and then signpost through the community and by supporting them they will gain confidence.
- Help also with filling out 'forms' maybe for benefits or financial.
- There have been 45 cases since June and 11 in the last week.
- Hyndburn Homewise could assess their home for adaptations etc.
- Volunteers are needed to talk, listen, show empathy, sympathy or to be firm where needed.
- Volunteers are co-ordinated through CVS and placements have been offered through UCLAN.
- Age UK help with bed blockers (hospitals) of the over 55s.

7. GHMG – a) On-going b) new developments

- Sharon's appointments shall again be trialled for booking online – some patients were booking Sharon thinking they were seeing a doctor.
- The Practice is now starting to receive reports electronically from Consultants via email within East Lancashire Trust. However, this does not include; Beardwood and Gisburne Park.
- Extra Flu Clinics have been put on for the few patients still not had their Flu Jab who are entitled.
- Debbi (Secretary) shall be taking Maternity leave to have her little girl from December and will be back in June. A card shall be sent from the group early January.

- Dr Gunn shall be providing 4 sessions until February 2017 then Dr Kate Hooks will take over with 3 sessions.
- Sarah explained that there are 4 partners (Drs Tyagi, Radice, Ireland & Ansar), Dr Gunn is a Locum, Dr Hooks will be salaried and there are also trainees.
- Michelle Pilling is holding a PPG Workshop on Wednesday 25th January 2017 12 – 3.3pm at Walshaw House, Nelson for anyone interested.

8. Christmas Fayre

Business Donations

BUSINESS	PRIZE DONATED
Spoilt for Choice 23-25 Queen Street Great Harwood BB6 7QL 01254 886644	2 Breakfasts
Classic Party Time 27 Queen Street Great Harwood Bb6 7QL 01254 889114	Fancy Dress Outfit - Christmas Tree
Garden Gate 31 Queen Street Great Harwood BB6 7QP 01254 877445	Flower Cupcake Bouquet
Boots 50 Queen Street Great Harwood BB6 7QQ 01254 884330	Make-up
Harlequin Gifts 57 Queen Street Great Harwood	<i>Guicylucy</i> Sterling Silver Necklace

BB6 7QP 07707 741812	
A.P.A. Limited - Dispensing Chemists 9-11 Queens Street Great Harwood BB6 7QL 01254 886178	'Frozen' Hot Water Bottle
Donna Porter @ Solo Hair Design - Senior Stylist 38 Queen Street Great Harwood BB6 7QQ 07927830360	Hair Products
Samantha Allison @ Solo Hair Design - Hair Stylist 38 Queen Street Great Harwood BB6 7QQ 07718066166	Cut & Blow Dry worth £30
Zebraz - Hair & Nail Design 31 Queen Street Great Harwood BB6 7SA 01254 888384	£10 Gift Voucher
Ray's Cut Price Store 14b Queen Street Great Harwood BB6 7QQ 01254 883508	'Frozen' products
The Top Card Shop Queen Street Great Harwood	Tealight Holder

The Original Factory Shop Glebe Street Great Harwood BB6 7AA 01254 883746	Box of sweets
Cafe Latte 53-55 Queen Street Great Harwood BB6 7QP	2 coffees and cake
The Sweetie Den 22-24 Queen Street Great Harwood BB6	Gingerbread house
Finch Bakery Queens street, Gt. Harwood	12 cupcakes
Morrisons Queen Street Gt. Harwood	2 bottles of Champagne

5 Craft Stalls: Jewellery, sand art, handmade gift bags and cards, Artdaze, fairy sparkle dust jars and other crafts.

MIND Lancashire: On hand to talk to people, leaflets, promote themselves – fun run (Mental Elf). *Unfortunately they did not attend.*

4 Games: Guess the name of the teddy – 50p per guess, find santa’s sack – 2 guesses 50p, find santa (chimneys) - 2 guesses 50p, christmas sock challenge – 2 goes for 50p.

Guess the weight of the Christmas Cake: £1 per guess

Raffle: Lots of prizes donated. £1 per strip. On sale now in reception

Tombola: Lots of prizes donated – 3 go’s for £1.

Reindeer Food: 50p

Father Christmas Biscuits: 50p

Refreshments: Ask for donations

Cake Stall: Ask for donations

Volunteers: Sat 26th November – Colin, Sarah, Carol, Debbi, Sarah Pinder,
Wed 30th November – Colin, Sarah, Carol, David (& Christine), Pauline, Julia,
Beryl, Linda & Pat.

Carol will contact Radio Lancashire and the Observer regarding publicity.

9. Newsletter

- Christmas Fayre (Dr Grayson's Memorial Fund) – write up and photos
- CCQ Inspection - Observer
- Pharmacy First
- Medical matters – Stay well this winter
- Merry Christmas & Happy New Year
- Minutes in brief
- New staff
- Toy advert

10. Feedback from Patients

All the Friends & Family test results go to Sarah and then off to NHS England.
How the Flu Clinics will be done shall be looked at for 2017.

11. Any Other Business

The Toy Rota was sent around for December and January 2017 .

Little Green Bus speaker shall be invited to a meeting which is convenient in
2017.

PPG Work shop Wed 25th January 2017 – You can register by going to :

<https://www.eventbrite.co.uk/e/patient-participation-group-workshop-25th-january-2017-tickets-29413146513>

Prescription books will be looked into by Sarah and the Doctors.

12. Next Meeting

It was decided that the meetings should be set for a full year. Therefore
meetings shall be on the 2nd Tuesday in the Month that a meeting is to take
place. Therefore the first meeting next year shall be Tuesday 10th January
2017. The remainder of the meeting shall be as follows Tue 14th March,

Tues 9th May, Tues 11th July, Tues 12th September and Tues 14th November.