

GREAT HARWOOD MEDICAL GROUP (GHMG)

PATIENT PARTICIPATION GROUP

Tuesday 19th July 2022 - 1.30pm

In Attendance: Dr J Ireland, Sarah Lord, Pauline Quinn, Carol O'Brien,
David Cockett, Alan Wilkinson, Christine Jackson

Item	Minute	Action
1.	Apologies; Julia Ashworth, Lindsay Williams, Colin Cooper, Kevin Dean	None
2.	Accept Minutes from previous meeting: PROPOSER David Cockett SECOND Christine Jackson	None
3.	Matters Arising; None	None
4.	GHMG - On going & new developments; Staff joining - Reception: Alicia & Cath Trainee Doctors - Dr Hayden-Pawson, Dr Dedat, Dr Hassan Staff leaving - Reception: Neola & Joessa Trainee Doctors - Dr Iqbal HCA - Begum Autumn Covid Boosters - The practice are looking into the option of providing Autumn Covid Boosters alongside flu vaccines this year. Once a decision has been made we will inform patients. POST MEETING NOTE - THE PRACTICE WILL BE OFFERING COVID BOOSTERS AT THE SAME TIME AS FLU VACCS FROM MID SEPTEMBER.	
5.	PPG; a) How many patients are our GPs looking after? (article) The article highlighted how badly off Blackburn with Darwen is and we were not far behind.	

	<p>Dr Ireland mentioned that it is very difficult to recruit good Doctors and Locums to our region as most want to work in the cities.</p> <p>b) Dr. Grayson's Plaque - Not visible at Rishton.</p> <p>The plaque is mounted on the wall in the foyer at the Rishton Practice.</p> <p>c) WI Talk - 13th July by Pauline and Carol</p> <p>This talk included information regarding; what a PPG is and not, a brief history of the group, our many projects over the years and our Loneliness Campaign/booklet/coffee morning</p> <p>d) Community Activity Booklet</p> <p>We have now picked up our 1000 copies from Ellisons Printers. David asked if their invoice could be paid ASAP so that he can contact Tesco's to advise that we have now spent their kind donation.</p> <p>It was stated that the booklet is only correct at the time it goes to print.</p> <p>Alan was thanked for his letter regarding the booklet and it's launch. We need to consider a quote from some form of celebrity to endorse the booklet which could inflate our chances of sponsorship.</p> <p>i. A sub-committee shall discuss the circulation and launch. This shall include; Pauline Quinn, Carol O'Brien, David Cockett, Alan Wilkinson, Lindsay Williams and Christine Jackson.</p> <p>A meeting date was set for Wednesday 17th August, 4.30pm in the Practice Library.</p> <p>The sub-committee will also discuss possible future funding.</p>	<p>Sarah David</p> <p>Carol</p> <p>Sarah Pauline Carol</p>
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	<p>Pauline and Carol to attend a Practice Wednesday meeting to show booklet to Practitioners and to discuss distribution/electronic copies. Sarah will look at a date for early October.</p> <p>Dr Ireland suggested possible circulation through; Sheltered Accommodation, Health Visitors etc.</p> <p>ii. It was decided that there shall be 6 ringed laminated copies be purchased for; both Practice Receptions x 2, Libraries x3 (Gt. Harwood, Rishton & Whalley) and 1 copy for Tesco's Cafe.</p>	Carol
6.	<p>Feedback from Patients</p> <p>i. "Just want to say that yes, it is frustrating sometimes trying to get an appointment etc, but that is nothing to do with the front of house staff, behind the scenes admin staff and managers, doctors and other medical professionals. My personal experience is that everyone is really trying to help, I have witnessed staff dealing with very difficult patients who just do not hear what they are being told, the staff are so professional and extremely courteous and patient. I find myself wondering how the hell they manage to keep so calm and professional. It must take its toll on them and, I just want to let you all know you ARE respected, appreciated and admired for the great job you do in really difficult circumstances x"</p> <p>ii. "I would just like to pass on my thanks to the surgery for excellent service I received last Friday from the HCA and Dr Baister. I am nearly recovered and was able to come on holiday. "</p> <p>iii. "After reading your newsletter I thought I would send you my thoughts. During Covid everybody was complaining about GP service. Last year I need my</p>	

GP surgery on a weekly basis. My GP phoned to check I was doing ok on several occasions. I managed to be seen after a phone call if needed (the same day). After an operation I also needed the treatment room for 10 weeks. I just wanted to say a huge thank you for your service, I was very impressed and glad I was a patient at your practice through what was a tough time for your staff through covid and a tough time medically for myself. A big well done to you all"

iv. "Some doctors surgeries are getting an awful lot of stick for not seeing patients so I would like to tell you of my recent experience. I rang the reception at 8.0am and by 8.05 I was talking to reception asking for a face to face appointment, I was given an appointment for 8.40 that day! by 9.00 I had seen the doctor (Dr Anil Tyagi) and correctly diagnosed my problem. I have private health cover so my operation was done within 3 weeks of diagnosis but without that initial appointment I could have waited much longer, so well done GHMG!"

v. "I am writing to you because as you can see from above my wife and I are now in our mid eighties. With old age comes all sorts of health issues and that is the reason for this letter. We have both been patients of the Practice for many years but I would like to make mention of the current health centre and the staff of receptionists and admin ladies that work behind the scenes. Reading the popular press and watching television news there are a stream of complaints levelled at hospitals and General Practice surgeries and the NHS in general. Due to our failing health and the problems that brings we are regularly speaking to your staff and asking for help with our ongoing problems. At no time have we been turned away without help being provided in a very efficient manner by your kind staff. We have got to know the receptionist staff well and consider them friends not only as health professionals. They are a group of ladies that you and the Great Harwood patients should be proud. I

	<p>cannot tell you how much we appreciate what the staff have done for us. I cannot name the ladies I have got to know well because I would probably leave someone out, they are all worth commending. I would also like to include the medical staff under Dr.Tyagi who also give us a splendid service. I have recently completed a doctors survey and wrote of my thanks to this group but I also include them in my comments in this letter. Thank you once again and please feel free to use this letter in any manner you wish. Best wishes to you all."</p> <p>The meeting agreed that these comments were very welcome and agreed we do have an excellent Practice.</p>	
7.	<p>Newsletter content Minutes in Brief Practice Updates Booklet launch coming soon</p>	
8.	<p>Any Other Business None</p>	
9.	<p>Next Meeting - Tuesday 8th November 2022 1.30pm</p>	

