

GREAT HARWOOD MEDICAL GROUP

PATIENT PARTICIPATION GROUP MEETING

Date & Time: Tuesday 14th November 2017

Venue: Meeting Room
Great Harwood Medical Group

Present: Kevin Dean, Colin Cooper, Gerald Rostron, Sarah Lord, Carol O'Brien, Ian Robinson, John Adams, Pauline Quinn, David Cockett & Dr Tyagi

- 1. Welcome** - With Yasir not in attendance Sarah took the 'chair' and welcomed the members and also our guest speakers.
- 2. Introduction of any new staff** - There were no new staff attending the meeting.
Dr Victoria Gauge joined in August providing 6 sessions per week.
Dr Mohammed and Dr Williams are with us for a few months during their GP training.
Farah and Saja are 2 medical students from UCLAN (University of Central Lancs) spending 1 day per week at the practice.
We have two new full time receptionists Sarah and Neola.
- 3. Apologies** - Beryl Timmins & Julia Ashworth.
- 4. Guest Speakers** - Dr Clarkson Senior Hospice Physician and Carol Swindells Head of Support & Wellbeing from East Lancs Hospice. Dr Clarkson & Carol informed the group of the services available at East Lancs Hospice which include a Bereavement Support Service, Counselling, Community Services, Inpatient Unit, Creative and Support Therapies, Complimentary Therapies, Physiotherapy, Social and Support Group. For more details the Hospice can be contacted on 01254 287000, info@eastlancshospice.org.uk, www.eastlancshospice.org.uk.

Dr Clarkson and Carol invited the group to look round the Hospice once the refurbishments are complete.

5. GHMG Doctors – updates/questions

The clinical rooms at High Street have been renovated and the seating in the waiting area has been replaced.

Lucy now has a dual role as Receptionist / Phlebotomist (blood taking).

Prescriptions

East Lancs CCG will no longer fund the prescribing of medicines and treatments for minor, short-term conditions where:

- Self care is the most appropriate route.
- Medicines and treatments are available to buy over the counter.

East Lancs CCG will no longer fund the prescribing of medicines and treatments for ANY medical condition where:

- There is insufficient evidence of clinical benefit or cost-effectiveness.
- The medical condition has no need of clinical treatment.

See attached for further details.

Care Navigation

Please see attached press release on Care Navigation which the practice has signed up to commence later this year / early next year.

Primary Care Networks

East Lancs CCG has written to all GP practices in East Lancashire offering their support in helping practices to establish PCNs and increase the voice, leadership and sustainability of primary care across East Lancashire. The CCG have committed resource and expertise to actively supporting the development of PCNs and linking clinicians into the development of new models of care. GHMG has formed a Primary Care Network with other practices in Gt Harwood, Rishton, Clayton le Moors and part of Accrington and this network will be known as Hyndburn Rural.

6. PPG - a) On-going b) new developments

Carol informed the group that at the moment she feels unable to continue in her current role as Secretary due to health issues and family commitments. Carol asked if anyone would like to take over the role of Secretary until she feels in a position to carry on. Pauline offered to attend external meetings where possible and Sarah offered to process the minutes and newsletter until the AGM in March when the role of secretary can be reviewed. All in agreement that this was the best way forward.

7. Newsletter

- Minutes in brief.
- Comments / tear out slip.
- Join your PPG.

8. Feedback from Patients

A patient commented that they had checked in on the check in screen at Harwood when their appointment was at Rishton and the screen did not notify them that they were at the wrong site. The system has been updated to prevent this from happening in future.

A patient asked us to consider installing a coffee machine, this was felt impractical due to the need to have someone available to clean up spills and dispose of coffee cups.

9. Any Other Business

Memorial plaque for Dr Grayson

Now the wording has been agreed Carol will source a plaque to be displayed at High Street and a supply of self help leaflets will be purchased from MIND.

Toy Cleaning

Please see rota attached and let me know what availability you have.

Colin asked if the practice had any plans to move into the vacant health centre in Rishton. Sarah confirmed that there were no plans to move from the current premises on High St.

Gerald raised an issue regarding there being 2 INR clinics in Accrington (Pals & Accrington Victoria). This seems a waste, could there not be a clinic in Gt Harwood. Carol will chase up CCG as she has previously asked the question.

Patient Survey

Sarah to draw up a survey and send to members for their input.

10. Next Meeting

Tuesday 13th March 2018 2-4pm.