

# Stethoscope

Great Harwood Medical Group PPG Newsletter

July 2024



Great Harwood Health Centre

## In This Issue

- Minutes in Brief
- Abuse
- Patches
- New Members

# **Minutes In Brief from the Patient Participation Group**

**The meeting was opened with a short Eulogy in memory of our recently passed Chairlady Mrs. Pauline Quinn OBE**

Dr Tyagi stated that over many years the Team have tried all different measures to provide greater access for Patients to see a Gp. He further explained that changes in the NHS are taking place fast and it's hoped that by implementing the new 'Modern General Practice' model this will improve Patient access to see the right person at the right time for their precise complaint.

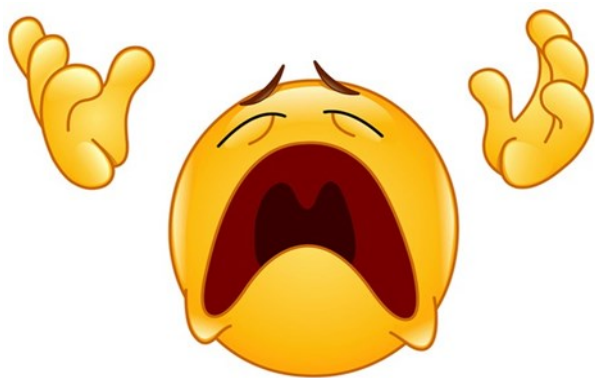
Various ways are to be introduced to help patients with the new model of contacting the Practice. However, we were advised that anyone not willing to disclose information when being triaged their issue would be deemed as non vital.

It was stated that Reception staff are again being subjected to unacceptable aggression from Patients both on the phone and in person. It was unanimously agreed that this is completely unacceptable.

Paper prescriptions shall be kept longer before shredding so mistakes are more easily traced.

One of the PPG is preparing a presentation for the next meeting of the 'Mercer Hall Repurposing' committee regarding a Community Room/Hub which could house a community cafe along with many other uses.

An investigation into the telephone 'Option 4' is to take place as Patients are having issues getting through.



**NHS**

**PLEASE!**

**NO ABUSE – THERE'S  
NO EXCUSE**

**ABUSE MEANS...**

**SHOUTING, SWEARING,  
HOMOPHOBIC OR  
RACIST LANGUAGE  
& NASTY COMMENTS**

**ABUSE WILL NOT  
BE TOLERATED AT  
THIS PRACTICE.**

# Help us

To

# Help You Quickly

Get onboard with

patches

Contact Your GP Online

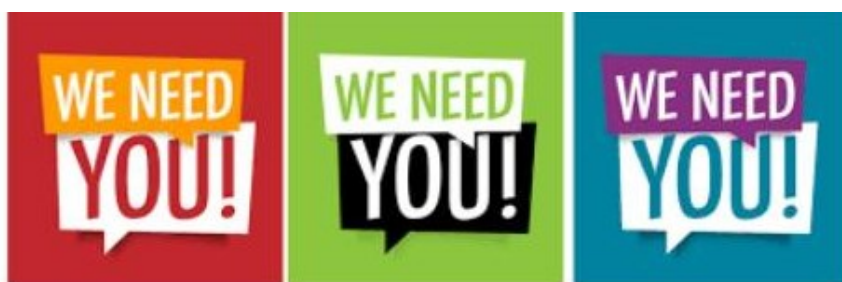


# PATCHS

## Struggling connecting?

- ✓ Watch a video
- ✓ Accessed through the Practice website
- ✓ click 'Latest News
- ✓ Access the link below

[PATCHS - Contact your GP Online \(youtube.com\)](#)



**Your**

**Patient Participation Group  
want new members**

so we are representative of  
our local community



We meet 4 times a year  
and are a link between  
Patients and the Practice

Please contact in the first instance;

Sarah Lord (Practice Manager)

[sarah.lord@nhs.net](mailto:sarah.lord@nhs.net)