

## GREAT HARWOOD MEDICAL GROUP

### PATIENT PARTICIPATION GROUP

**Date & Time:** Tuesday 3<sup>rd</sup> September 2019

**Venue:** Library / Resource Room  
Great Harwood Health Centre

**Members Present:** Pauline Quinn, Carol O'Brien, Colin Cooper, Kevin Dean, Christine Jackson, David Cockett, Alan Wilkinson, Julia Ashworth, Debbie Whitwell

No.	Question to The Practice Doctors prior to the meeting	Action
Q1	<p>We have recently seen an article in the press regarding GP Practices closing for half days and threatened with 40K funding axe if they fail to comply. Would you please enlighten us how this will affect our Practice?</p> <p>PCN document below (just the specific clause) which states about half days –</p> <p><b>4.6.8 Unless a GP practice has prior written approval from the commissioner, no PCN member GP practice will be closed for half a day on a weekly basis and all patients must be able to access essential services, which meet the reasonable needs of patients during core hours, from their own practice or from any subcontractor. This means that unless a GP practice has prior written approval from the commissioner, all PCN GP member practices will not close for half a day on a weekly basis.</b></p>	
Ans.	<p>Dr. Ireland stated that she was not aware of this clause in the PCN document and to be forwarded a copy. She went on to say that there are some sessions and Emergency appointments available on Wednesday afternoons and the Reception is always open.</p>	Carol

	<p>Q2 We as a PPG like to know when we need to look at areas to make a difference. In July the results of the NHS England survey (for Practices) were published. Do you have any details yourselves around (questions asked, answers, conclusions/analysis etc)? If possible could you let us have copies of the data and talk to us next week regarding where we can be of any help?</p>	
Ans.	<p>Practice Manager will obtain the results and analysis. Dr Ireland went on to state that our Practice has been very stable over the last eight years. When the Practice is given more money it's eaten up with rising costs</p>	Sarah
Q3	<p>Given that PCN's are starting to give funding for Social Prescribing and there is a working Model already in place is this something that you would now consider?" We also determined at the coffee morning whilst talking to our guests that volunteering could also be an avenue for Social Prescribing through the CVS.</p>	
Ans.	<p>We have four Social Prescribers based at the Town Hall (Great Harwood)</p>	
Q4	<p>We raised money at the Christmas Fayre a few years ago and bought a wall plaque in memory of Dr. Grayson and MIND Self Help Booklets. If we raised further monies what would the Practice believe a good way to spend the money for the benefit of Patients and Staff?</p>	
Ans.	<p>Developing the Community Activity Booklets – and also maybe get advertising revenue from advertising in the booklets.</p> <p>Dr. Ireland thought it could be a good idea to ask if the Weavers Practice would like some booklets for their Reception.</p> <p>Looking at the feedback from our guests who attended</p>	Carol

	<p>the first Coffee Morning we are going to enquire regarding having our next event downstairs. The buildings manager to be contacted.</p> <p>It is expected to put any funds raised into developing our booklet and/or purchasing large toys both to be used by Great Harwood Health Centre.</p> <p>It was also suggested that we look into possible funding from Tesco for the benefit of Great Harwood Health Centre.</p> <p>A copy of a 'Loneliness Survey' was passed to Dr. Ireland and this shall be discussed by our Dr's.</p>	Sarah/Carol   Alan   Dr. Ireland & Partners
--	--	---

Item	Minute	Action
1.	<b>Apologies:</b> Alison Middleton, Margaret Duckworth, Sarah Lord	None
2.	<b>Accept Minutes from March</b> Proposed – Christine Jackson Seconded - David Cockett	
3.	<b>Matters Arising</b> From March meeting; Re-Training of Receptionists giving advice of Out of Hours Appointments. All Receptionists work off a template so will offer Out of Hours appointments.  Car park path - grass to be paved over to make a car park link; what is the progress? To check with Estates and take the query to the next level.	Sarah

	<p>Dr Grayson plaque at the Rishton site was in a corner of the desk with a basket in front of it. This will be looked into.</p> <p>It was decided at the May meeting that If there are any changes to prescriptions in the future this could be detailed on the prescription sheet has this been actioned?</p> <p>To check with Sarah</p>	Sarah/Debbie   Debbie
4.	<p><b>GHMG - a) On-going b) new developments</b></p> <p>Could we have a bigger notice board Please?</p> <p>To check with Sarah.</p> <p>As an extension to the 'notice board' it was suggested that we make up folders with leaflets in for Reception as not everyone reads the posters on the wall.</p> <p>Can we display the new PPG Poster? Yes</p> <p>We have some new members of staff; Dr Baister, Dr Premdayal and Dr Hyatt-Khan.</p> <p>We have four UCLAN medical students joining the Practice (Wed &amp; Thurs mornings).</p> <p>New Receptionist – Pam Mason.</p>	Sarah/Debbie   Pauline/Catrin/ Alan   Carol
5.	<p><b>PPG News – HPPG</b></p> <p>Pauline attended this meeting on our PPG behalf and was displeased that none of our questions asked were answered due to Rachel Watkins holidays.</p> <p>The CCG need to be reminded about communication at the HPPG.</p> <p><b>PPG Conference</b></p> <p>Pauline attended and delivered a presentation around our PPG Week 'Coffee Morning &amp; Activities Booklet'. This was very well received and lots of interest was shown in the Booklet.</p>	Pauline

	<p>The other topics discussed were; Primary Care Network Developments, how Practices are changing and Lancashire Adult Learning</p> <p><b>PPB - Carol</b></p> <p><u>18<sup>th</sup> June 2019</u></p> <p>The Faith Covenant was presented but it was decided that we are already doing everything mentioned.</p> <p>Our PPG Awareness Week was highlighted.</p> <p>Response times within A&amp;E need to improve – David Rogers is to meet with East Lancs Hospital Trust.</p> <p>Dr Aliya Bhat has been appointed as the Clinical Director for Hyndburn Rural PCN (which we are part of). Clinical Pharmacists are to be appointed for each PCN.</p> <p><u>27<sup>th</sup> August</u></p> <p>Extended Access Service – 5 hubs; Burnley, Pendle, Rossendale, Hyndburn and Ribble Valley. Patients can attend any of the Hubs in the area, the appointments are booked through the Practice Reception and through 111.</p> <p>In 6 months October 2018 – March 2019;</p> <ul style="list-style-type: none"> <li>13,806 pre-bookable appointments</li> <li>2,288 book on the day appointments through 111.</li> <li>676 Practice Nurse appointments</li> </ul> <p>The Community Phlebotomy Service is being delivered through the Hubs.</p> <p>Barnardo's &amp; Carers Link are working together for the benefit of young carers. Carol read a portion of their Mission Statement.</p> <p>Posters and hopefully booklets will be displayed in Reception.</p>	Carol
--	--	-------

6.	<p><b>PPG</b></p> <p><b>a) Toy Rota</b> (circulated). The completed list will be forwarded to all members for their record. Until we have funds to purchase more toys it was hoped that members could ask around for donations.</p> <p><b>b) PPG Week Coffee Morning</b></p> <p>Carol thanked all members (&amp; non members) for helping with the event, especially Alan Wilkinson who provided all the tea/coffee/milk/cake/biscuits and Debbi for printing the Community Activities Booklet.</p> <p>Alan has very kindly offered to print as many booklets that we need in colour.</p> <p>For those not present at the event a list of guests present was read out; Bank Mill House ,Churchfield House , Library, Community Solutions, 1<sup>st</sup> Call Hyndburn, Hyndburn Leisure (Up and Active), Simple Chair Exercises (Alison Middleton), Community Connector and CVS.</p> <p>Leaflets were also displayed from; Carers Link Lancashire, Silverline and Spot On (theatrical activities).</p> <p>A couple of points to note regarding the event by our guests;</p> <ul style="list-style-type: none"> <li>• The event would have been better in the foyer.</li> <li>• A Poster could have been displayed down stairs to notify Patients that the coffee morning was upstairs.</li> <li>• GPs to recommend volunteering to Patients e.g. Churchfield House is in desperate need.</li> <li>• Other guests that could be invited e.g. fire service (free smoke alarm check/fitting and</li> </ul>	<p>Carol/Debbie All members</p> <p>Alan</p> <p>Group to take onboard whilst planning further events</p>
----	--	---

	<p>the Great Harwood and Rishton Rotary Moving forward from our first coffee morning -</p> <p>It was decided to put a bid in for funding with Tesco. Our bid will have a similar title to; “Combating Loneliness and Social Isolation”.</p> <p>The PCN’s may be able to help with training. To be mentioned either at next PPB or through David Rogers.</p> <p>We await the Doctors opinions on the; Loneliness Survey.</p> <p>Money raising coffee morning (Monday 25<sup>th</sup> November, 9.30am – 12 noon); Tombola and Raffle (prizes from local businesses and members), cake stall, refreshments. Any prizes to be brought to the next meeting.</p> <p>Any monies raised will go towards developing our Activity Booklets and purchasing more substantial toys for use by all children.</p> <p>The guests to be invited;</p> <p>Bank Mill House, 1<sup>st</sup> Call Hyndburn, Hyndburn Leisure, CVS &amp; Community Connector</p> <p>Churchfield House, Library, Gt. Harwood &amp; Rishton Rotary and Community Solutions.</p> <p>To contact The Weavers Practice and Dr Motupali regarding if they would also like to be involved.</p> <p>Coffee Morning flyers A6 (give out), Advert in next Newsletter.</p> <p>Supplies – tea/coffee etc</p> <p><b>Flu clinics</b> – Rota Circulated to members present and to be sent around all members.</p> <p>Poster to be displayed in Reception. Font to be of a normal font rather than very fancy – this is to aid the reading of poster.</p>	<p>Pauline/Carol/ Alan</p> <p>Carol</p> <p>All members</p> <p>Carol</p> <p>Pauline</p> <p>Carol</p> <p>Carol</p> <p>Carol</p> <p>Alan</p> <p>Carol</p> <p>Carol</p>
7.	<b>Feedback from Patients</b>	

	<p>Two pieces of feedback have been received:</p> <ol style="list-style-type: none"> <li>1. "Thank you Dr. Tyagi, very friendly, great service".</li> <li>2. "Please can we have a nicer music while waiting to be put through. The music now starts off gently and ends up frantic &amp; nerve wracking. How about Frank Sinatra or Ed Sheran".</li> </ol> <p>Everyone at the meeting felt the same but unfortunately this is programmed in and cannot be changed.</p>	
7.	<p><b>Newsletter content</b></p> <p>We decided to have the generalised header and footer that the CCG provide but keep other details on our front cover should remain the same</p> <ol style="list-style-type: none"> <li>1. Flu vaccine clinics</li> <li>2. Welcome new staff</li> <li>3. New PPG poster</li> <li>4. Medical; Breathing techniques for Anxiety</li> <li>5. Look What's coming – Coffee Morning (Nov)</li> <li>6. Activity Booklet available on Reception.</li> <li>7. Minutes in brief</li> </ol>	<p>Julia</p> <p>Carol</p> <p>Debbie/Sarah</p> <p>Carol</p> <p>Carol</p> <p>Carol</p> <p>Carol</p> <p>Carol</p>
8.	<p><b>Any Other Business</b></p> <ol style="list-style-type: none"> <li>1. A few meetings ago a question was brought to our attention around there being 'Hand Gel' distributors within the Health Centre. Our Practice was quick to act with 'Hand Gel' available on Reception. However David informed us that there is also one downstairs with a notice on.</li> <li>2. It was stated by a few members that when they receive a message via text on their mobiles for 'Friends &amp; Family', it is not working. Debbie said she would have a look at the settings.</li> <li>3. It was stated that the system crash a few weeks ago was down to the Server being moved (due to not enough circulation around it). It affected the whole of East Lancashire and it is hoped it's now</li> </ol>	Debbie

	solved.	
9.	<b>Next Meetings</b> Tuesday 12 <sup>th</sup> November 2019 1.30pm	