

MINUTES

GREAT HARWOOD MEDICAL GROUP PATIENT PARTICIPATION GROUP MEETING

Date & Time: 2nd December 2014
2.00pm – 3.40pm

Venue: Library / Resource Room
Great Harwood Health Centre

Those Present: S. Lord, Dr. R Grayson, G. Whitehead, C.O'Brien, C. Cooper,
B. Chippendale, A. Barker, D. Bury, D. Cockett, A. Cunningham, M. Pilling

Apologies: J. Howard, B. Timmins

Welcome: Sarah welcomed everyone including our guest speaker.

Minutes From Previous Meeting

The members present accepted the minutes from the previous meeting.

Introduction of New Staff

Sarah introduced two new members of staff:

Carol Flynn has joined the team as a 'practice nurse'. Her role is to look after; chronic disease, children as well as 'well person' clinics and older patients needs. She is an interface between our doctors and patients. She will also be a support to 'district nurses'.

Jackie Whiteside has joined the team as a 'nurse practitioner'. She is responsible for the sit and wait clinic and can prescribe. She has 20years experience in A & E and can diagnose and treat patients. She will work in parallel to the GPs and if needed, she can discuss with a doctor to rubber stamp her diagnosis.

It was noted that patients will need time to get used to seeing the 'nurse practitioner' as patients don't always need to see a GP. This role is a brand new innovation which started in the USA and can be changed to meet patient needs. Her own surgery could be something that could be developed in the future.

Sharon will still be in place as our 'Health Care Assistant'.

Michelle Pilling - Lay Advisor Quality & Patient Experience (ELCCG)

Michelle started by congratulating our practice on getting a grade 6 from the Care Quality Commission.

Before this position she spent 12years with Carers Link. Her main role now is to liaise with patients and groups in the community.

From 2015 GPs will have more responsibility in the services which can be bought in.

CCGs have to engage with patients and communities and see them as opportunities. To focus on strengths rather than weaknesses. Listening events have already had good results.

Primary Care Development – GP home visiting, extended hours, walk in surgeries. New models of care will be looked at alongside the wider primary care.

Service re-design –The departments concentrated on; Dermatology, Musculoskeletal and Ophthalmology have been visited and patients talked and listened to. Carol has already attended a 'Focus Group'. The more views that are put forward the more voices can influence health services. The next stage is to report back on the results from the implementation.

Friends & Family Test - Would patients recommend their practice?
This has just started in our practice.

Connect – GPs can link into this.

Social Media – has been found to be a great communication tool.

Hard to reach GP's – looking at ways in which they can be reached.

PPG Development – They want to know how they can help PPGs as there is a high rate of groups disbanding. It was suggested that PPGs could meet up. They could help with advertising to get 'new blood' into the group. Carol will discuss with Michelle how she could be of help to our group.

GPs across Lancashire will have to agree with what they want and continue to bring care closer to the community – co-commissioning could enable this to happen. Our 'Practice Nurse' can help bring the practice closer to the community.

GPs are unfortunately a political football and regulations/developments can change depending on which political party is in office.

It was stated that major specialists will still be based within a central hospital.

Michelle then left the group with a parting quote – "When we place ourselves in the hands of others, we should be confident that we will be treated well, our dignity respected and that that will be the case regardless of our age or mental state, or whether we are in a hospital, a care home or our own home."
Jeremy Hunt Secretary of State for Health.

GHMG

Sarah also mentioned the high rating of a maximum 6 had been gained from the 'Care Quality Commission'. Excellent news.

She also asked all members on their way out if they would complete the 'Friends & Family Test' which is on reception.

NAPP News Update

These have already been circulated to members.

IT Updates – Newsletter

Carol thanked the group from their comments which had been received through email. Gerald introduced a draft copy of our newsletter. The name shall be 'Stethoscope'. It was also decided that practice news would be included. In this issue our two new members of staff will be introduced, Sarah will let Gerald have the information. Carol will also get 'In brief from the minutes' of this meeting to Gerald as soon as is possible. A discussion took place as to whether 'who/what is the PPG' and the logo of the NAPP be included. It was decided that articles about the PPG could wait for a later issue.

The inclusions for the first edition shall be;

- In Brief from the Minutes of last PPG Meeting 2nd December 2014'.
- InterCare – donate unwanted medicines.
- Community Groups & Activities.
- Self Care for Life – Be healthy this winter.
- Practice news – new staff.

It was decided that the deadline for any articles should be a week before the next meeting. The news flash runner shall be updated to publicise the newsletter which shall be uploaded onto the web.

It will be published in colour.

Anthea, David C, David B, Alison, Carol & Gerald will help with the distribution of the newsletter within the reception.

Projects for PPG

Carol has not had any communication back from Mrs Brenda Daly.

Posters for re-cycling meds shall be put up within the reception area. Carol will also ask if a poster can be displayed downstairs.

Any other business

Carol in the new year will approach the Herald to see if it's possible for an advertisement for new members.

Anthea raised the issue of returning walking frames and crutches. She found returning them very problematic and such a waste as these can be used by other patients. It was stated that these can be returned to Pals or Hyndburn Homewise. Carol will ask Sarah if there is any facility for returning these to the Health Centre.

Next Meeting

Tuesday 3rd February 2015

2pm – 3.30/4pm