

MINUTES

GREAT HARWOOD MEDICAL GROUP

PATIENT PARTICIPATION GROUP MEETING

Date & Time: 3rd February 2015
2.00pm – 3.50pm

Venue: Library / Resource Room
Great Harwood Health Centre

Those Present: Sarah Lord, Dr R Grayson, Gerald Whitehead, Carol O'Brien, Beryl Chippendale, Alison Barker, David Cockett, Sarah Pickford, John Adams, Ian Robinson, Beryl Timmins, Gerald Rostron, Yasir Mohammed

Welcome: Sarah welcomed everyone including our new members. Everyone introduced themselves.

Apologies: Anthea Cunningham, Colin Cooper, Pauline Quinn (new member).

GHMG – a) On-Going b)New Developments

1. Carers Link – will be coming into our practice to discuss how they can help our many patients who are carers. They will also be able to give support and benefits advice.

They will be in attendance at:-

Great Harwood Site - 2nd Tuesday of each month

Staff are available all day with a drop in facility between 8.30am - 9.00am and 5pm - 6pm. Appointments are made by telephoning 0345 688 7113.

Rishton Site - 1st & 3rd Monday of the month – same times as above.

Members were reminded that if this service is not used then it could be withdrawn.

Marketing - An advert shall appear in the next edition of our newsletter 'Stethoscope',

Leaflets in reception.

Emails and letters sent to patients.

'My Pharmacy' 68 Queens Street, Great Harwood, will distribute leaflets along with prescriptions.

2. Smoking Cessation – Starts 1st Thursday in February.

Posters in reception and downstairs and also to be included in the 'Stethoscope'.

3. Risk Stratification Data Sharing – Dr Grayson brought to the members' attention a new scheme which will help identify patients at 'high risk' of being admitted to hospital. This scheme has been put in place to help keep patients out of hospital by putting an early plan together. This 'Admissions Avoidance Service' will detail how many patients are at high risk. The CCG will then take data (non person specific) from the Practice records to see how successful the scheme has been. The group had a general discussion regarding personal information not being shared. The discussion concluded that if a patient has already stated that they wish their data to remain private then it would be safe to assume that it would not be passed on.

Dr Grayson went on to state that this has been done without giving much public awareness.

There have been 139 care plans written for high risk patients. This is across the age ranges.

PPG Updates: recycled meds/apparatus, toys

1. Re-Cycled Meds - Carol reported that due to the inclusion of an advert in the first edition of 'Stethoscope' we now have enough medicines to send off our first box to InterCare. Carol and Beryl T will sort through the supplies following this meeting.

Ian stated that he would contact the 'Observer' to see if they would like to include our group and the work we are doing.

Yasir from 'My Pharmacy' stated that he would also get behind this campaign by promoting this to his customers. He will also contact the other Pharmacists within Gt Harwood to ask for their involvement.

2. Re-cycling medical apparatus - Homewise - will recycle all apparatus that is no longer used, following Anthea's concern from the last meeting. A notice shall appear in the next edition of 'Stethoscope' advising of address and opening times.

Carol will also contact InterCare to enquire if they also accept large apparatus.

3. Over 75's Nurse - On the 1st April 2015 a new over 75's nurse will start employment with the Practice. Julia's caseload will consist of patients who live in their own home, are housebound and aged 75 and over. She will concentrate primarily on the patients who are on the admissions avoidance and dementia registers.

Homewise advised that following her start they could work together to 'dementia proof' the homes of those who are vulnerable.

We are to find out who is funding this project and for how long.

4. Toys – Carol announced that we now have permission to have toys within reception. An advert shall go into the newsletter for 'good quality toys'. No soft, broken or noisy toys will be accepted. Hard page books that are wipeable will also be accepted.

The toys will be cleaned with Milton (and throw away cloths) every two weeks by members of the group and in-between the Practice reception staff will help out daily. A list of volunteers shall be put together once we have the toys. All members were keen to be involved as well as David's wife and Beryl's husband.

It was made clear that the 'toys' shall be for the use of all three Practices within the waiting room.

Boxes shall be purchased until we have a clear idea of how to display them. A laminated notice shall be attached for toys to be returned to the box.

5. AGM - Carol announced that in our Terms of Reference it states; we should '*normally hold an Annual General Meeting in February each year*'. However as the two officers had not been in post twelve months this has been delayed on this occasion until the next meeting – Tuesday 31st March 2015. This shall be for PPG members only.

Anyone wishing for a topic to be included should contact Carol. Meanwhile she will look at other PPG websites for Agenda contents and refer to our 'Terms of Reference'. Possible Agenda topics;

Meetings - regular enough or not, right day, right time.

Newsletter – how's it doing?

Patient contact.

Open events.

Members – are we missing certain groups?

Our aims for the next 12 months.

6. Friends & Family Test - Sarah has compiled the result for December and January and the main outcome varies from; extremely likely, ok and good. Any response which was less complimentary had valid points.

7. Put Patients First Campaign – Carol gave an update and read recent comments from The Royal College GP Chair, Dr Maureen Baker who stated; "I am delighted to update you all that yesterday's Autumn Statement saw a major announcement about funding for patient care in general practice – with the Chancellor of the Exchequer, George Osborne, confirming that a £1bn fund has been established to invest in GP infrastructure over four years.

This is a huge step forward for our campaign to end the crisis in general practice – and I'd like to take this opportunity to thank you all for supporting us and signing up to the *Put patients first Back general practice* petition. Together we have put pressure on the Government to take action.

As well as money targeted at GP infrastructure, the Chancellor also announced that an extra £1.5bn will be directed to front line health services. We will be following up with the Chancellor and Health Ministers in England, Scotland, Wales and Northern Ireland (who will receive some of the money through the Barnett Formula) to ensure that this injection of funding is used to help ease the pressure on local GP services.”

Although this sounds promising, Ian pointed out that this may be true at the moment but if the lead political party changes at the next election then this does have to be adhered to.

8. Disseminating Information through emails – Sarah is still quite happy to pass on information from Carol to the group’s members.

Possible New Project - Befriending Service

The Practice Doctors asked if we could look into this service. It was felt that lots of interesting groups already existed within Great Harwood. However, there may be reasons why people are not accessing these; can’t get there (no transport, limited mobility), don’t want to go on their own, don’t know about the groups.

Carol will get full details of all the many groups which were mentioned at the meeting. The group was also asked to talk to people regarding these groups and ascertain any problems individuals are finding. This can then be discussed at the next meeting

Beryl C stated that the WI meet every 2nd Wednesday of the month at Bank Mill House at 2pm.

Once research has been completed we could then possibly look at some sort of signposting service or holding regular groups where patients can come in for a chat.

Meanwhile all details of groups shall appear in the next newsletter.

Newsletter/IT

1. 1ST Edition of ‘Stethoscope’

The group felt that the first edition of ‘Stethoscope’ had been very well received by patients and it was decided that the deadline for content shall now be the PPG meeting preceding the following edition.

2. All future copies should have;

- a) A hard copy and be available on the website.
- b) At least font size 12 and printed double sided.
- c) A help & support page.
- d) Ask if anyone would like it to be printed in another language.
- e) A Practice page.

3. 2nd Edition – For Inclusion

- a) Pictures of new members of staff; trainee doctors, Carol & Jackie (Jackie should also list her qualifications) - Gerald to take photos.
- b) Minutes in brief.
- c) Practice Page – to include all our practice provision (also that patients can see any doctor) – Sarah.
- d) New issues surrounding antibiotics – Dr Grayson.
- e) Advert for 'Homewise' – return of medical supplies.
- f) Traffic light advert – where to go to for medical help.
- g) Intercare update.
- h) Toys advert.
- i) Feedback from patients – “The practice is keen to get feedback from all patients on what they consider to be the most important core values. Please send your views to the PPG via the ‘Contact Us’ section of the website or by posting your comments in the box at reception”.
- j) New PCSO details.
- k) Other items previously mentioned within these minutes.

Election of Chairman

Yasir Mohammed volunteered himself for the position after qualifying what it entailed.

Proposed - Ian Robinson. Seconded – Beryl Chippendale ALL IN FAVOUR

Any Other Business

- a) Ian made the group aware that a further 3 public houses will be opening in Accrington.

b) Sarah wished to clarify an action plan in line with our 'Terms of Reference' which can be gleaned from the questionnaires which were completed in June last year, as part of the groups PPG week.

Action Plan will consist of;

- Toys
- Newsletter
- How the group can help with the ageing Population.

c) In Jan/Dec 2014 missed appointments went up to 141 (younger patients). This maybe something the group could look at the next meeting.

d) A prostate clinic was held at Burnley FC.

e) Ian mentioned that we should consider;

- * how have we added value to the practice.
- * find out how our practice works.
- * to remember we are the voices of the patients.
- * we should mention any ideas and concerns.
- * we should have a 'Mission Statement'. Sarah to ask Dr Grayson if he will write one.

Next Meeting

AGM – Tuesday 31st March 2.00pm .