**GREAT HARWOOD MEDICAL GROUP**

**PATIENT PARTICIPATION GROUP**

**Date & Time:** Tuesday 25th February 2025

**Venue:** Library / Resource Room

Great Harwood Health Centre

**Members Present:** Sarah Lord, Lindsay Williams, Carol O’Brien, David Cockett, Alan Wilkinson, Sue Hanson and Trish Hill

Unfortunately no Practitioners were available to attend the meeting as Dr Tyagi was on Triage duties.

**Mr David Rogers** (Head of Communication and Engagement, NHS Lancashire and South Cumbria Integrated Care Board) was unable to attend due to personal reasons.

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| **Item** | **Minute** | **Action** |
| **1.** | **Apologies:** Margaret Morrison, Julia Ashworth, Anita Flemming and Christine Jackson |  |
| **2.** | **Accept Minutes from March**  Proposed – Alan Wilkinson  Second – Lindsay Williams |  |
| **3.** | **Matters Arising**   1. Our new information boards are now on display in Reception at the Great Harwood Site. This includes; PATCHS instructions, Pharmacy 1st, Respiratory Hub, Minor Eye Service and Meet the Team.     We still have to add; ‘Practice busiest day is Mondays try and avoid’, we shall also include; 111 is available all weekend.  It was decided that it would be better to go ahead with putting the information boards together for Rishton now rather than wait for re-decoration.   1. Sarah stated that all Minutes had been loaded onto the new website. It was stated that the new site seems to be working well and is an improvement on the old version.   **Matters Arising continued**   1. Staff abuse – There have been a couple of verbal incidents. To repeat poster in Newsletter 2. The Perspex screen has been removed from Reception which has both improved the appearance of the area and now does not pose a potential barrier for Patients. 3. The ‘weigh machine has still not been removed. Lindsay will endeavour to contact John again. 4. The Chair and Secretary are to meet with the Partners on Wednesday 19th March 2025 and a presentation of; ‘what we did in 2024 and what we going to do in 2025’. | Lindsay & Carol  Lindsay & Carol  Lindsay |
| **4.** | **GHMG - a) On-going b) new developments**   * A new patient call screen has been installed within Reception as the previous one was broken. However due to Patients concerns the volume has been turned down. This is an upgrade from our previous rotational information service as it’s both visual and audible. * Rana Saleem has now left the Practice with Isa Abubakar replacing him as our First Contact Physio. * Dr Oge Nwachukwu (new Trainee GP).   Both the above new Practitioners are to be included on the information board. | Carol |
| **5.** | **PPG –**   1. **Pauline Quinn Memorial**   We have now raised sufficient funds for a plaque and a palm tree. The inscription shall read;  “In loving memory of Pauline Quinn OBE an inspiration to all who knew her”.  The next stage is to meet with the Buildings Manager to determine the exact spot and who is allowed to carry out the ground work.   1. **Survey 2025**   It was decided that the Partners shall be asked at our meeting what else (if anything) they would like in the repeated survey and this to be discussed at the next meeting.  **Survey Continued from previous page**  It shall be delivered via;   * Email sent to all Patients with a link * Survey Monkey – enquiries on cost to be sought) * Given out at Reception to everyone * Handed out by GPs during consultations * Advertised on Notice Boards, Facebook and included within the Newsletter * PPG to be present in Reception to help complete. * Clip boards to be acquired.  1. **NAPP Membership 2025**   This is due in June but has now doubled to £80 with the organisation loosing many members by not offering any additions and giving limited information.  It was therefore decided that we would not renew our membership and links to be sought locally.   1. **Mercer Hall Re-purposing – brief update**  * Other projects have been visited by the community project sub-group. These facilities offer; used school uniform shop, counselling, cafe, drug support, men’s group, activity/craft groups to name a few. However there has been opposition from others on the committee. Further sub-groups to be formed; arts/entertainment & marketing. Help is being sought. * The final Feasibility Study for Mercer Hall has been completed by Buttress Architects. * The first phase of capital work estimated are above our current budget but include overheads that we may not require. * The procurement process for phase 1 will be designed next month.  Local contractors to be invited to bid for this work and expect to be in a position to appoint the successful contractors by May/June 2025. * At the January meeting a point was raised that on the original plans for the Health Centre there was an area for a ‘quiet room’ and ‘pharmacy’. In the event this question arises again Carol asked for clarification. Sarah stated the ‘quiet room’ may be the kitchen, shower and rest room for staff? There is definitely no community space within the building. She further stated it was decided there were enough Pharmacies serving Great Harwood and the District Nurses now occupy this space. | Lindsay & Carol  Carol  Lindsay &  Carol  Sarah  Lindsay  Receptionist  GPs  Carol & Sarah  All PPG  Sarah |
| **6.** | **Feedback from Patients**  Sue wished to thank Georgia as she was very helpful and polite when she recently visited the Practice. However, she raised concerns of the way she felt another Receptionist had dealt with her. Her concern was regarding a prescription that wasn’t available and the Pharmacy had offered replacements. As this has been raised separately as a complaint Sarah advised this would be looked into by the Complaints Manager.  Sue further asked how many doctors work during sessions. Sarah explained that one GP triages and books appointments from 8am – 6.30pm each day. There are 6 part time GPs and 4 trainees that the triaging doctor can book with, alongside the primary care team of Nurses, HCA, GP Assistant, Advanced Practitioner, First Practice Physio and Physician Associates. This takes up all of the funding awarded to the practice.  Sue mentioned that she was concerned with the amount of Patients the Practice has versus the amount of GP appointments available.  Sarah stated that prior to PATCHS it was a scramble to get appointments at 8.00am each morning and this has now been alleviated with up to 200 patients being dealt with each day.  The PPG decided that more broadcasting (through our Newsletter and Facebook) was needed to inform Patients that the PATCHS form **CAN** be filled out by the Receptionists. | Sarah & Debbie  Lindsay & Carol |
| **7.** | **Newsletter & Facebook Content**   1. Minutes in Brief; AGM & Meeting 2. Advert for group volunteers 3. PATCHS information including 4. Receptionists can help fill out the form. 5. Prescriptions can be ordered via telephone 6. Abuse poster | Carol  Carol  Sarah  Carol  Carol  Carol |
| **8.** | **Any Other Business**   * An issue was raised that there was not enough privacy when Patients are enquiring at Reception. Sarah said she will look into this. * It was mentioned that a queue can form due to Patients asking questions and also standing in line due to the booking-in computer not working - could another member of staff not come from the back office and help. Sarah stated that this was not always possible as there is not enough staff. Therefore no solution was found. * It was pointed out that with the Practice having most things now online thought must be given patients with dyslexia, visual impairment and the older generation. Maybe this should be pointed out at staff training. | Sarah  Sarah |
| **9.** | **Next Meetings for 2025**  Tuesday 20th May at 1.00pm  Tuesday 2nd September at 1.00pm  Tuesday 25th November at 1.00pm | All |