

MINUTES

GREAT HARWOOD MEDICAL GROUP

PATIENT PARTICIPATION GROUP AGM

Date & Time: 31st March 2015
2.00pm – 3.40

Venue: Library / Resource Room
Great Harwood Health Centre

Those Present: Yasir Mohammed, Sarah Lord, Gerald Whitehead, Carol O'Brien, Alison Barker, David Cockett, Ian Robinson, Beryl Timmins, Gerald Rostron, Brian Sutcliffe, Colin Cooper, Pauline Quinn.

Apologies: Dr. Rob Grayson, John Adams, Anthea Cunningham, Beryl Chippendale.

1. **Chairman's Welcome:** Mohammed welcomed everyone including our new members. As we had a few new members everyone introduced themselves. He also asked that any new members gave their emails to Sarah, if they hadn't already done so.

2. **Secretary's Yearly Report 2014/15**

January 2014 – The group took part in the annual practice survey, discussed the results and any possible changes needed. It was also noted that we should take pride in the practice where patients reported things to be going well.

March 2014 – The group progressed from a 'Practice' led group to a PPG in our own right with an elected; Chairman; Stephen Knott, Secretary; Carol O'Brien and IT Specialist; Gerald Whitehead.

From April - ongoing - The Secretary took part in the East Lancashire Clinical Commissioning Group research into Dermatology programme. This involved giving details of patient experiences, being part of an interview process and attending discussion sessions. The results to be published soon.

May 2014 - June 2014 – We took part in our 1st PPG Awareness Week.

Devised a questionnaire and questioned personally the thoughts of our patients, throughout that week on how well they thought the practice was doing.

We also produced a publicity board and leaflets to give out to the patients to advise of our existence.

June – End of summer 2014 – After collating results of questionnaire discussed findings and tried to find solutions. These can be found in the July 2015 minutes.

Carol pointed out that we had not yet put in place an action which had been previously decided (see below);

To relay our actions back to the patients it was decided that we should compile a poster depicting –

You commented/ suggested
How about this/we did this

This will be put on the action list from this meeting.

We also got involved with the 'Put Patients First Back General Practice' Campaign/Petition.

October 2014 – Discussions started regarding our PPG Newsletter.

To help promote the work of the PPG an updated PPG news flash runner was put onto the web page.

We showed an interest in 'Intercare' recycled medicines for Africa and an information pack was sent for.

December 2014 – We had our first outside speaker; Michelle Pilling – (Lay advisor for quality & patient experience) she talked about where the CCG is now and the work that is planned/underway to involve patients in the commissioning cycle.

Our first Edition of 'Stethoscope' was published just prior to Christmas and was received well with patients.

February 2015 - We sent off our first consignment of medicines to 'Intercare' which when totalled came to £346.15(cost to the NHS). There was a further £609.77 of medicines handed in but were not suitable to recycle. Meaning the total collected was £955.92. The full results can be found at the end of the minutes. Carol thanked Mohammed for translating our figures into an actual monetary value.

It was stated that Homewise will recycle larger medical apparatus.

Permission was finally received to have toys within reception.

We got involved with the 'Family & Friends Test'.

PPGs were thanked for their involvement in 'Put Patients First' by The Royal College GP Chair, Dr. Maureen Baker.

Started to look at a possible new 'befriending' project which the GPs had asked us to discuss.

We elected a very welcomed new Chairman; Mr. Mohammed Yasir

March 2015 – Held our first PPG AGM

Questions:

- a) Ian asked if he could have Michelle Pilling's email address.
- b) Pauline mentioned that most toddler toys are noisy. It was then decided that we could take the batteries out.

3. Organisation of the Group - Election of Officers 2015

The officers were elected: -

Chairman; Mohammed Yasir

Vice Chairman; Sarah Lord (Practice Manager)

Secretary; Carol O'Brien

IT/Newsletter; Gerald Whitehead

Proposed – Ian Robinson

Seconded – Alison Barker

ALL IN FAVOUR

It was stated that we can make changes during the year not just at the AGM.

4. Meetings of the Group

Everyone within the group was happy for the meetings to stay at 2.00pm. We tried an evening meeting but this had the lowest members attended the meeting.

It was also stated that Tuesday's is a more convenient day rather than Wednesday.

The interval between meetings shall stay the same; bi monthly.

5. Membership of the Group

Our Terms of Reference states; 2.1 Create a PPG that is representative, equitable and, where possible, covers all sections of the practice population

It was discussed that all minutes and information shall be sent out via email to all patients who have expressed an interest in the group.

We may need to look at connecting with young mum's group in the hope of reaching a younger age group.

Also with the younger age group in mind Gerald will look at our existing Facebook page with an intention to upload all PPG items, in the hope of attracting younger members.

Members can participate as an electronic member if it is not possible to get to meetings. Sarah will include a note to all members asking them to comment/feedback via email if they wish, when any correspondence is sent out.

A feedback email address has now been set up; feedback@ghmg.net

It was agreed that 'feedback' should be included as a rolling Agenda item for each meeting.

It was also hoped that during PPG week we may also be able to acquire opinions from ethnic groups.

6. Activities of the Group –

Sarah mentioned that other groups within our area had requested an interest in grouping together. This was received positively by members. Ideas can be shared and possible area problems/concerns talked through. Carol will contact; Peel House and King Street Medical to start some form of collaboration.

Newsletter

Terms of Reference - 4.3 The Group will produce a Newsletter four times a year informing patients of the work of the practice and activities of the group. The Newsletter will be distributed by email and through the post where necessary and will be made available in the surgery and on the PPG webpage.

The group was fulfilling this as we will continue to endeavour to produce our newsletter bi-monthly.

Carol apologised for not being able to get all the items complete for the March issue of the newsletter over the last two months due to ill health/bereavement within her family. Gerald also apologised for not uploading the March minutes due to a misunderstanding. The group fully understood. The 2nd Edition shall be published in April 2015.

All members were happy with the content.

Agenda item 7 & 8 are joined together due to overlapping content

7. Open events/Talks/Patient contact & 8. PPG Week

a) The group decided on four topics which they deemed important which could be the subject of a 'Talk'; Dementia (Carers Link could possibly give a talk), Type 2 Diabetes, Blood Pressure & Smoking. The group will think about these choices and the topic discussed at the May meeting.

b) Sarah made it apparent that they would be required to conduct a survey/questionnaire with patients. It was decided that this could be done during PPG Week 1st – 6th June 2015. Sarah to look at possible questions from a practice point of view then these can be discussed as a group at the May meeting.

c) Ian invited us to speak at a Community Action Group (CAG) meeting regarding who we are and the practice provision. They have approx. 10 min slots. Further to this it was thought we could include the other practices within our building. Carol will look into this possibility.

d) It was thought that getting the elderly over the front door of community events could be a major barrier, as it a step into the unknown. As most people are familiar with the medical centre senior citizens may be more willing to attend a coffee morning. At this event speakers from community events could speak about their group.

Julia Miller is due to start as our over 75's nurse on 1st April and she could sign post individuals along with Sarah.

At the February meeting GPs asked us to look at some form of befriending project. The above coffee morning could be a good starting point.

e) An adjustment is needed on our web page as it still states that the 'walk in appointments are to start'. Sarah will adjust.

f) Patients are still confused as to who Jackie our Nurse Practitioner is and her qualifications. A discussion ensued. It was concluded that a small piece should be included in the May newsletter featuring all new members of staff, including new trainee doctors. This will also include the officers of the PPG. Photos/no photos still to be decided and will be left up to the individual.

g) Sarah advised the members that over the Easter weekend there will be a Saturday and Bank Holiday appointment service at; Pals – Accrington, Yarn Spinners – Nelson, St. Peters Centre – Burnley and Rossendale Health Centre. This information is to be included in the service provision in 'Stethoscope'.

h) During PPG week last year when questioned patients were surprised how many missed appointments there were per month. It has therefore been

decided that in the May issue of 'Stethoscope' a month by month tally will be published.

l) Sarah informed the group that Dr. Smith a stalwart from the previous Health Centre had passed away peacefully last weekend.

j) David pointed out that recently it was taking three weeks to get a routine appointment with a doctor. Sarah explained that this was an unusual situation due to doctors routine holidays and bank holidays. This situation was not expected to continue.

9. Aims of the Group – The next 12 months

Continue with our bi-monthly newsletter; Stethoscope.

Continue with re-cycling medicines via Intercare.

To help devise a questionnaire, for the 2015 Practice survey.

Continue to hold meetings bi-monthly.

Keep abreast of current issues, involving; the Practice and patients.

Implement the 'Toys' project.

Provide at least one health topic 'talk'.

To be active during PPG Week; talks, coffee morning etc.

Liaise with over 75's nurse.

10. Any Other Business

A question was raised regarding having enough of a prescribed medication to last if patients are going away for an extended period of time. It was stated that post dated prescriptions can be acquired.

The June issue of 'Stethoscope' shall contain the letter given to new patients regarding medication issues.

Ian brought it to our attention that Pals telephone number had changed and this information had not been made public. This has now been rectified.

Ian also mentioned that he had invited 'The Accrington Observer' to our meeting to do an article about the group. Unfortunately he could not attend. Sarah asked that if any reporters wished to come into the practice, notice should be given.

A second defibrillator has been purchased by the Rotary Club for Great Harwood. These are located at; The Leisure Hour Club and Bank Mill House. It is hoped that a third could be situated outside the Great Harwood Medical Centre.

Sarah pointed out that emails sent to the group are; blind cc. This is to secure each members own email address.

Product	Form	Strength	Pack size	Quantity	Price per pack	Total £
Sertraline	tab	50mg	28	140	1.57	7.85
Prednisolone	tab	5mg	28	42	1.22	1.83
Loperamide	cap	2mg	30	15	2.69	1.35
Pramipexole	tab	0.088mg	30	30	1.93	1.93
Ramipril	cap	5mg	28	38	1.24	1.68
Co-danthramer	cap		60	30	12.86	6.43
Spiriva	cap	18mcg	30	180	33.5	201
Modafinil	tab	200mg	30	60	47.65	95.3
Gliclazide	tab	80mg	28	96	1.25	4.29
Quinine sulphate	tab	300mg	28	56	2.28	4.56
Spirolactone	tab	25mg	28	28	1.49	1.49
Losartan	tab	100mg	28	14	1.48	0.74
Losartan	tab	50mg	28	56	1.26	2.52
Amlodipine	tab	5mg	28	28	0.97	0.97
Indapamide	tab	2.5	28	14	1.62	0.81
Alendronic acid	tab	70mg	4	4	1.13	1.13
Ranitidine	tab	150mg	60	60	1.68	1.68
Simvastatin	tab	20mg	28	28	1.01	1.01
Atorvastatin	tab	20mg	28	56	1.4	2.8
Oxybutynin	tab	2.5mg	56	75	1.7	2.28
Furosemide	tab	20mg	28	14	0.88	0.44
Alfuzosin	tab	10mg	30	102	12.51	42.534

total 384.61

True cost to NHS - cat m clawback 346.15

Product	Form	Strength	Pack size	Quantity	Price per pack	Total £
Fluoxetine	caps	20mg	30	16	1.13	0.60
Ventolin	inhaler	200 dose	1	18	1.5	27.00
Flucloxacillin	caps	500mg	28	12	2.73	1.17
Clarithromycin	tabs	250mg	14	8	1.62	0.93
Quinine sulphate	tabs	300mg	28	14	2.28	1.14
Dexamethasone	tabs	2mg	100	27	103.48	27.94
Prednisolone	tabs	5mg	28	30	1.22	1.31
Nitrofurantion		100mg	14	14	9.5	9.50
Doxazosin	tabs	2mg	28	44	0.95	1.49
Spiriva handihaler	caps	18mcg	30	30	34.87	34.87
Spiriva	caps	18mcg	30	510	33.5	569.50
Ramipril	caps	2.5mg	28	21	1.16	0.87
Atorvastatin	tabs	10mg	28	28	1.2	1.20
					Total cat m claw back (10%)	£677.52 <u>609.77</u>
				Total Aid sent to Africa/ Lost to NHS	346.15 <u>+ 609.77</u> <u>£1023.67</u>	