

## GREAT HARWOOD MEDICAL GROUP

### PATIENT PARTICIPATION GROUP

**Date & Time:** Tuesday 12th March 2019

**Venue:** Meeting Room  
Great Harwood Health Centre

**Members Present:** Pauline Quinn, Carol O'Brien, Colin Cooper, Kevin Dean, Gerald Rostron, Alison Middleton, Christine Jackson, Margaret Duckworth, Alan Wilkinson, Julia Ashworth, Dr Tyagi, Debbi Whitwell

**Apologies:** David Cockett, Sarah Lord

| Item | Minute  | Action                               |
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| 1.   | <p><b>1. Questions posed to Dr. Tyagi prior to meeting;</b></p> <p>a) Are our doctors using Social Prescribing? Could this link in with the 'loneliness' issues that we are looking at?</p> <p>It's not possible at the moment as the Social Prescribing model is a little fragmented.</p> <p>There are activities at the moment at Lyndon and Netherfield House. However there would need to be a link person tasked with co-ordination between patients, place of activity and practice. Many people have inhibitions as to why they won't mix with the community.</p> <p>Dr Tyagi went on to say that doctors would hand out any leaflets for our planned coffee morning and the new 'Activities Booklet' which we are looking to reproduce.</p> <p>In relation to the coffee morning it was suggested that we could contact Tesco for possible donations of tea, coffee etc. Also enquire what other funding could we possibly acquire.</p> <p>Following our first coffee morning Dr Tyagi wants us to look at how we could engage with the public the structure going forward.</p> | <p>Carol</p> <p>Carol</p> <p>All</p> |

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|           | <p>Contact Paul Gott (Community Navigator) for possible help.<br/>Contact Cafe Latte to see if anything could be done going forward in partnership.</p> <p>b) Would the doctors share their thought on Brexit; deal or no deal, in particularly around medication shortages?<br/>There could be shortages of medication as there can be from time to time. However, it would be difficult to determine whether it would be attributed to Brexit. Dr Tyagi also stipulated that he is sure that all medication and services would remain the same.</p> <p>A member asked why a particular medication which is needed has been removed from prescription. Debbi will look into.</p> | <p>Carol<br/>Carol/Pauline</p> <p>Debbi</p> |
| <b>2.</b> | <p><b>Accept Minutes from December meeting</b><br/>Propose; Margaret Duckworth Second; Julia Ashworth</p>   | None  |
| <b>3.</b> | <p><b>Matters Arising</b></p> <p>a) What was the percentage rate of missed appointments?<br/>3.1%</p> <p>b) Name badges have been re-issued to staff.</p> <p>c) Could the grass between the car park and road be paved? No answer received as yet.</p> <p>d) Dr. Grayson plaque has now been fixed to Reception desk at Rishton.</p>  | <p>✓</p> <p>✓</p> <p>On-going</p> <p>✓</p>  |
| <b>4.</b> | <p><b>GHMG - a) On-going b) new developments</b><br/>Debbi kindly attended the meeting on behalf of GHMG.</p>   | None  |

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|                  | <p>She went through the GPs working days in view of them reducing sessions.</p> <p>A new Salaried GP has joined the Team – Dr Emerald</p>  |   |
| <p><b>5.</b></p> | <p><b>PPG –</b></p> <p><u>a) Toy Rota 1<sup>st</sup> April – 10<sup>th</sup> June</u> – Members were asked where possible could the toys be cleaned during the first week.</p> <p>Rota to be sent out so members know when they have volunteered to clean.</p> <p><u>b) New Activities Booklet</u></p> <p>It was decided that we should cover Great Harwood, Rishton &amp; Clayton-le-Moors. Carol has already started on the project and it is hoped it will be complete to give out at our Coffee Morning in June.</p> <p><u>c) Coffee Morning - Monday 10<sup>th</sup> June 9.30am-12noon</u></p> <p>To contact;</p> <p>Rotary &amp; Little Green Bus regarding possible transport</p> <p>Paul Gott (Community Navigator).</p> <p>To invite some of the main activity leaders to give out leaflets/talk to people Bank Mill House, Churchfield House, Library, Silverline.</p> <p>Tea/coffee/biscuits/cake – To look into Tesco providing refreshments.</p> <p>There will be NO charge and the event will not be used as a Fund Raiser, but a donations box could be left out with a note stating NOT COMPULSORY.</p> <p>It was decided that Progress Line will not be invited to this event. However, they do still wish to talk to Sarah/staff regarding their service.</p> | <p>All</p> <p>Carol</p> <p>Carol</p> <p>Pauline</p> <p>Carol</p> <p>Carol/<br/>Pauline</p> <p>Carol</p> <p>Pauline</p> <p>Carol</p> |

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|           | <p>Coffee Morning will be the main item on the May meeting Agenda, to discuss in more detail and pool our ideas together.</p> <p>e) Homewise consultation – Lancashire County Council is consulting with the Public regarding the possibility that Homewise will cease their Home Improvement Service.</p> <p>Carol urged members to either go on-line;<br/> <a href="https://www.snapsurveys.com/wh/s.asp?k=154998187431">https://www.snapsurveys.com/wh/s.asp?k=154998187431</a></p> <p>Visit Homewise in Accrington or fill out a hard copy. Debbi to hand out some hard copies for patients and staff (to send names to Carol who have completed them as Homewise have to account for all questionnaires. Information leaflets were also passed around the group.</p>                    | <p>All</p> <p>All</p> <p>Debbi</p> |
| <p>6.</p> | <p><b>Hyndburn Patient Participation Group &amp; Patient Partner Board</b></p> <p>a) Hyndburn Patient Participation Group - January Meeting</p> <p>CCG update;</p> <p>Rachel Watkins advised the group that Julie Higgins had been appointed as the new Chief Operating Officer to cover ELCCG and BWD (Blackburn with Darwen)</p> <p>PPG Workshop Ideas</p> <p>The HPPG agreed that they would like the topics Young People’s Mental Health and Older Peoples Care Services in particular planning residential care issues.</p> <p>The Group were informed of a new development at Burnley General Hospital an Older People’s Rapid Unit. A new Ward is planned for people who are medically fit to be discharged from hospital but not ready to go home. An excellent step forward and</p> |                                    |

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|  | <p>much needed facility.</p> <p>b) Patient Partner Board</p> <p>Carol reported that in 2019 more focus would be given to individual PPGs with support from the CCG members. PPGs will be requested to consider the agenda and shape their own workshops rather than the usual PPG Workshops.</p> <p>Their Chair of the PPB suggested that members could:</p> <ul style="list-style-type: none"> <li>- Consider focus work at a Locality level and develop a mini Patient Engagement Plan for each PPG with support from the Communications Team.</li> <li>- Discuss progress in community projects e.g. diabetes and how improvements could be made</li> <li>- Obtain direct feedback and views from the Community and involve Practitioners to provide responses to the feedback.</li> <li>- Consider additional community help and experience</li> <li>- Educational projects could be a valuable consideration for workshops for each PPG</li> <li>- Many interesting subjects and topics could be considered including Diabetes, Mental Health and Carers</li> <li>- Consider what else could be delivered in the Community other than medicine e.g. dietary advice and catering experience that could make a difference to people's lives</li> <li>- Members were asked to think about developing a workshop and each area to consider a focus and GPs engagement.</li> <li>- Each group could visit other Locality events and bring information back to their PPG.</li> <li>- The workshop would need to be made appealing to members of the public. Lunch and refreshments could be provided – Locality Managers would be able to book rooms and</li> </ul> | <p style="text-align: center;">All<br/>To consider these points and discuss at a future meeting</p> |
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|                  | <p>source funds for refreshments.</p> <p>Could this be something the CCG could help our PPG with – organising events for ‘loneliness’</p> <p>All the above to be considered by our Members</p> <ul style="list-style-type: none"> <li>- The CCG are also looking at redesigning Mental Health Services for Children and Young People.</li> </ul>  |   |
| <p><b>6.</b></p> | <p><b>Feedback from Patients</b></p> <p>An email has been received regarding Online appointment booking;</p> <p>“For a couple of years we booked our annual MOTs with the Health Care Assistant on-line without any problems.</p> <p>After several attempts to book an appointment with Sharon on-line without success (none were offered), we presumed that no appointments were available to book.</p> <p>We have since found out from Reception that Sharon’s appointments are no longer available for on-line booking.”</p> <p>If something important like this is changed there should be a note to say so.</p> <p>The Group asked if there are any changes in future if they be documented on our web page. Debbi will action this.</p> <p>Changes to ‘Controlled’ medication requests; A patient was not informed that Gabapentin had become under controlled drugs status. Debbi stated that these are due to go ‘electronically’.</p> <p>The Practice has also made provision for certain individuals to telephone their requests. However, the Group asked if there are any changes to prescriptions in the future if this could be detailed on the prescription sheet.</p> | <p>Debbi</p> <p>Debbi</p> <p>Debbi/<br/>Sarah</p> |

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|                  | <p>A Patient reported that unless they really pressed for an appointment that day the 'HUB' and out of hours service was not mentioned. Debbi stated this should not be the case as these appointments should be offered and is probably a training issue. It was also asked that this 'stage' should be added to our 'appointment flow chart'.</p>           | <p>Training<br/>Debbi<br/>Sarah</p>  |
| <p><b>7.</b></p> | <p><b>Newsletter content</b></p> <p>Welcome new staff</p> <p>Our Appointment Flow Chart is to include 'The Out of Hours' option.</p> <p>Changes to Prescription Ordering</p> <p>Coffee Morning/afternoon</p> <p>Minutes in Brief AGM &amp; Meeting</p> <p>New Community Activity Booklet – coming soon</p> <p>Medical Matters - Cervical Cancer Screening</p> | <p>Sarah</p> <p>Carol</p>            |
| <p><b>8.</b></p> | <p><b>Any Other Business</b></p> <p>In the latest NAPP newsletter, it stated that all Practices should display their latest CQC rating. It was asked if ours was put on view. It is exhibited in Reception.</p>   | <p>None</p>                          |
| <p><b>9.</b></p> | <p><b>Next Meetings</b></p> <p>Tuesday 7<sup>th</sup> May 2020 1.30pm</p> <p>Tuesday 3<sup>rd</sup> September 2019 1.30pm</p> <p>Tuesday 12<sup>th</sup> November 2019 1.30pm</p>   | <p>ALL</p>                           |
|                  | <p><b>Other Actions</b></p> <p>To produce minutes and Minutes in Brief.</p> <p>To think about going forward with any 'loneliness' events; structure etc.</p> <p>Debriefing of Coffee Morning; put on September Agenda</p>   | <p>Carol</p> <p>ALL</p> <p>Carol</p> |