

GREAT HARWOOD MEDICAL GROUP

PATIENT PARTICIPATION GROUP

Date & Time: 25th April 2023 1.30pm

Venue: Library / Resource Room
Great Harwood Health Centre

Members Present: Sarah Lord (Practice Manager), Pauline Quinn (Chairperson), Carol O'Brien (Secretary), David Cockett (Treasurer), Alan Wilkinson, Julia Ashworth, Margaret Morrison

Item	Minute	Action				
1.	<p>Apologies: Lyndsay Williams, Christine Jackson</p> <p>Colin Cooper a long standing member has unfortunately gone into a care home. A card shall be sent thanking him for his service to the group.</p>	Carol				
2.	<p>Accept Minutes from March</p> <table><tr><td>Proposed</td><td>Second</td></tr><tr><td>Julia Ashworth</td><td>Sarah Lord</td></tr></table>	Proposed	Second	Julia Ashworth	Sarah Lord	
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Julia Ashworth	Sarah Lord					
3.	<p>Matters Arising</p> <p>PATCHS This should be used for Consultation only. Still having a few issues. My Gp App use for prescriptions</p> <p>Acute Respiratory Hub; these are separate from ordinary appointments at St. Peters Center Burnley but ended in March.</p>					

	<p>How was the ‘Bags of Help’ received by the GP’s and Mental Health Team? It was felt that immediately following a death of a loved one wasn’t the right time to issue the ‘bags’ but a very good idea further on.</p> <p>Have the booklets been delivered to Daisy’s and all charity shop, how were they received? Yes and were well received. They have also been delivered to the ‘food bank’ but no feedback as yet.</p>	
<p>4.</p>	<p>GHMG - a) On-going b) new developments New telephone number 01254 457784. Initial feedback good, patients like the call back option.</p> <p>The Community Activity Booklet is too large to add to the website.</p> <p>The practice has no current plans to participate in the Covid Spring Booster campaign. Eligible patients can book online or by phoning 111. Patients in Care Homes have been vaccinated but we have not been informed who is vaccinating housebound patients.</p> <p>Dr Ansar returns from sabbatical leave in May.</p> <p>Dr Hayden-Pawson is on maternity leave.</p>	
<p>5.</p>	<p>PPG Practice Survey– Various topics were discussed and a short list compiled. These shall be further discussed with the Practice Manager prior to distribution through; emails, Facebook, Reception and given out during consultations.</p> <p>What are your thoughts on PATCHS?</p> <p>What are your thoughts on the new telephone system?</p>	<p>ALL</p>

<p>Are you aware of and using online services to order prescriptions, book appointments, online consultation via PATCHS or a health app?</p> <p>Are you aware of who is part of our on-site primary care team GPs, Practice Nurses, HCA, Advanced Pharmacist Practitioner, Mental Health Nurse, Associate Psychological Practitioner, Physiotherapist, Pharmacist, Midwife?</p> <p>Are you aware of our evening and weekend appointments with, GP, Practice Nurse, Phlebotomist, Pharmacist?</p> <p>Which type of appointment do you prefer? On the day pre-bookable both</p> <p>How do you as a family feel supported within the practice?</p> <p>Thinking of your last visit/contact with the Practice how empathic do you think the staff reacted to your needs?</p> <p>Facebook - Our page has 33 full time followers but does generate a lot of likes on the communal pages.</p> <p>Tesco It was decided that we would produce a 2nd edition of our 'Community Activity Booklet'.</p> <p>Firstly though we need to conclude with Tesco our previous funding from Tesco by sending them the conclusion. This is hoped to be finalised by our next meeting in July.</p> <p>The group agreed to produce another booklet the work should be split more evenly with committee members.</p>	<p>Carol, David</p> <p>Sarah, Carol, Pauline, David, Lyndsay, Margaret</p>
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	<p>It was also decided that the cover of the new booklet shall be visually changed so the community realise it's a new booklet.</p>	
6.	<p>Feedback from Patients</p> <p>Rachel our HCA deserves to be told she is doing a really good job. "Rachel was a delight and she deserved to be told"</p> <p>Lindsay and Alishia from our Mental Health Team are doing excellent work.</p> <p>It was discussed that patients having regular tests aren't always co-ordinated, having to go twice instead of once. This shall be looked into and maybe more training for Reception staff to co-ordinate tests.</p> <p>A parent of a service user was trying to obtain antibiotics had to wait a few days. However this was favourably resolved.</p>	Sarah
7.	<p>Newsletter & Facebook Content</p> <p>PATCHS Covid booster information Mental Health Team Organisation request for 2nd edition of booklet Minutes in brief</p>	Sarah Sarah Sarah Carol Carol
8.	<p>Any Other Business</p> <p>None</p>	
9.	<p>Next Meetings</p> <p>Tuesday 18th July 1.30pm</p>	