

MINUTES

GREAT HARWOOD MEDICAL GROUP PATIENT PARTICIPATION GROUP MEETING

Date & Time: Wednesday 15th January 2014
2.00pm – 3.00pm

Venue: Library / Resource Room
Great Harwood Health Centre

Those Present: Dr Grayson - GP
S Lord – Practice Manager
C O'Brien - Patient
J Hall – Patient
D Bury – Patient
G Rostron – Patient
A Barker – Patient
G Whitehead – Patient
G Brown – Patient
J Ashworth – Patient

Apologies: D Cockett – Patient
B Chippendale – Patient
A Cunningham - Patient
J Howard – Patient
U Bolton – Patient
K Black – Patient
C Dunn – Patient
T McAloon - Patient

Guest Speakers

Dr Grayson welcomed Jean Battle and Dorothy Westell the Chair and Vice Chair from Peel House PPG in Accrington. Jean and Dorothy gave a very informative talk about their involvement in what is a very successful PPG. Peel House has 14,000 patients and is the largest practice in Hyndburn. Their patient group has been running for 2 years and has 10 regular members. Like us they hold regular meetings which are attended by a GP and a member of the admin team.

We invited Jean and Dorothy along in the hope that they would encourage some of you to become officers of our PPG by putting yourself forward for Chair, Vice Chair or Secretary. More information can be found at <http://www.napp.org.uk/>
The National Association for Patient Participation.

Peel House have been pro-active in communicating with their patients and regularly sit in the waiting room giving out newsletters and gaining feedback. They have held several events such as an Alcohol Awareness Week and a Health Event at Accrington Town Hall. They help patients in signposting to agencies who may help with new diagnoses such as Parkinsons, Diabetes etc.

They feel that they have improved the relationships between the PPG and practice staff and their GPs appreciate the close working relationship.

They have a secretary who takes minutes and an IT literate person who compiles their newsletters, circulates information and manages their website.

Both Jean and Dorothy stated that the time they commit is not extensive but they do achieve a lot with the help of other members of the group and the practice.

Minutes from last meeting

Car Park

Sarah passed on feedback to the owners of the new building that the parking spaces were too narrow and there is currently no allocation for parent and child bays. NHS Property Services informed Sarah that the spaces were a standard width which meets regulations and that parent and child bays will be marked once the car park is finished.

Telephone System

There have been several complaints regarding the new telephone system which Sarah explained was due to the practice being let down by the NHS IT provider as the system is now at full capacity. The latest update is that IT have secured funding to expand the system but this may still be a few months away.

Areas for patient survey

Discussions took place on the areas this year's survey should include. In addition to the usual areas of appointments and access we were asked to include some questions on out-patient services by the Clinical Commissioning Group. Other areas raised were:-

- Uptake of flu vaccinations
- Publicity material
- Reducing missed appointments
- Online access
- Experience of move
- Check in machine

These were added to the survey which will be circulated to all members of the group with copies left in reception for all patients to complete.

Nominations for Chair, Vice Chair and Secretary

Dr Grayson and Sarah hope that following Jean and Dorothy's enlightening chat some of you will feel confident in putting yourselves forward for one of these roles. Please see attached Terms of Reference which will be discussed at the next meeting where nominations will also be heard and hopefully officers appointed.

Future Meetings

Date & time of next meeting: Wednesday 19th March 2014 2pm