

## GREAT HARWOOD MEDICAL GROUP

### PATIENT PARTICIPATION GROUP

**Date & Time:** Tuesday 18<sup>th</sup> July 2023, 1.30pm

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

**Members Present:** Sarah Lord (Practice Manager), Pauline Quinn (Chair), Carol O'Brien (Secretary), David Cockett (Treasurer), Christine Jackson.

| Item | Minute  | Action |
|------|---|--------|
| 1.   | <b>Apologies:</b> Lyndsay Williams, Julia Ashworth, Alan Wilkinson, Margaret Morrison   |        |
| 2.   | <b>Accept Minutes from March</b><br>Proposed – David Cockett    Seconded – Sarah Lord   |        |
| 3.   | <b>Matters Arising</b><br>a) How's PATCHS now going as at the last meeting there were still issues?<br><br>Everything is going really well with the Practice offering 5 clinical appointments and 100+ admin type enquiries (fit notes etc) between 8am-12noon and again 12noon -6pm.<br><br>At the moment there is no way of communicating back to the Practice once the GP has answered your initial query.<br><br>b) Has any progress been made with co-ordinating blood tests?<br><br>To give a definite answer an individual case would be needed. |        |
| 4.   | <b>GHMG - a) On-going b) new developments</b><br><br>Leaving: Rachel HCA, Dr Khan and Dr  |        |

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|           | <p>Odeyinka Trainees</p> <p>Joining: Dr Nyamatora, Dr Sinha &amp; Dr Nandakumar Trainees, Aadil Hussain Physician Associate, Humi Patel Clinical Pharmacist, Natasha Locum HCA.</p>   |  |
| <p>5.</p> | <p><b>PPG –</b></p> <p>a) David reported that we have had a reply from Tesco that determines we have provided the Finalisation for the Tesco Booklet grant.</p> <p>b) Do we definitely go forward with a 2<sup>nd</sup> Edition?</p> <p>After a discussion with the group it was decided that at this point we would not proceed with a Second Edition due to it being still too close to giving out the copies. It was decided that we would possibly look at this again next year where we would look at getting the Social Prescribers involved.</p> <p>c) Practice Survey - Questions;</p> <p>Q1 Are you aware of and using online services to order prescriptions, book appointments, online consultation via PATCHS or a health app? YES NO</p> <p>Q2 What are your thoughts on PATCHS our on-line consultation route?</p> <p>Q3 What are your thoughts on the new telephone system?</p> <p>Q4 Are you aware of who is part of our on-site primary care team;<br/>GPs</p> | <div data-bbox="1023 1998 1066 2047" style="text-align: right;"> <input type="checkbox"/> </div> |

|   |                          |  |
|---|--------------------------|--|
| Practice Nurses   | <input type="checkbox"/> |  |
| HCA   | <input type="checkbox"/> |  |
| Advanced Pharmacist Practitioner  | <input type="checkbox"/> |  |
| Mental Health Nurse   | <input type="checkbox"/> |  |
| Associate Psychological Practitioner  | <input type="checkbox"/> |  |
| Pharmacist  | <input type="checkbox"/> |  |
| Midwife   | <input type="checkbox"/> |  |
| Q5 Are you aware of our evening and weekend appointments with;  |                          |  |
| GP  | <input type="checkbox"/> |  |
| Practice Nurse  | <input type="checkbox"/> |  |
| Phlebotomist  | <input type="checkbox"/> |  |
| Pharmacist  | <input type="checkbox"/> |  |
| Q6 Which type of appointment do you prefer?   |                          |  |
| On the day  | <input type="checkbox"/> |  |
| Pre-bookable  | <input type="checkbox"/> |  |
| Both  | <input type="checkbox"/> |  |
| Q6 How do you as a family feel supported within the practice?   |                          |  |
| Q7 Thinking of your last visit/contact with the Practice how empathic do you think the staff reacted to your needs? |                          |  |

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|                  | <p>The Questionnaire shall be distributed through; Emails, Reception, during consultations and possibly through Survey Monkey.<br/>A box shall be displayed in Reception for completed questionnaires.</p> <p>d) Pauline and Carol filled out the 'Integrated Care Survey' in June.</p>  | <p>Sarah, GP's,<br/>Reception Staff,<br/>Lyndsay</p> |
| <p><b>6.</b></p> | <p><b>Feedback from Patients</b></p> <p>"I am writing to say that one of your employees is a huge credit to your establishment. I have been ringing for various health issues recently and one of the Receptionists (Georgia) has been extremely helpful, reassuring and patient with my concerns. I rung to praise and thank her for her consistent, thoughtful approach and I hope you will also recognise her dedication and superb worth ethic. Thank you for your time."</p> <p>"Medicines requested on repeat which are declined you only find out when you go to pick up prescription. This can lead to Patients running out before another prescription can be authorised."<br/>This will be looked into as a message should be sent to the Patient.</p> |  |
| <p><b>7.</b></p> | <p><b>Newsletter &amp; Facebook Content</b></p> <p>a) No Prescription requests via Email. Only through; box at downstairs door, phone,</p>   | <p>Sarah</p>   |

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|           | chemist and via Apps<br>b) Minutes in brief<br>c) New staff/staff leaving<br>d) Flu Vaccination Programme – ‘Please Support Your Practice’.<br>e) New Members advertisement. | Carol<br>Sarah<br>Carol<br><br>Carol |
| <b>8.</b> | <b>Any Other Business</b><br>None  |                                      |
| <b>9.</b> | <b>Next Meetings</b><br>Tuesday 7 <sup>th</sup> November 2023 1.30pm   |                                      |