

## **GREAT HARWOOD MEDICAL GROUP**

### **PATIENT PARTICIPATION GROUP AGM**

**Date & Time:** Tuesday 23<sup>rd</sup> May 2017

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

**Apologies:** David Cockett, Pauline Quinn, Mohammed Yasir, John Adams,  
Beryl Timmins

**Members Present:** Kevin Dean, Colin Cooper, Gerald Rostron, Julia  
Ashworth, Sarah Lord, Carol O'Brien

**1. Welcome** – With Yasir unable to attend the meeting Sarah took the 'chair' and welcomed the members and also our speaker Lianna Champ.

#### **2. Guest Speaker**

Lianna has been in the funeral business for 35 years and within that time she has worked with all different types of griever. She believes that there are many people living with 'unresolved loss' and has now turned her attention to being a 'grief recovery specialist'. Lianna informed the group that grief is a normal emotional reaction and that people are not given the right tools in which to deal with their grief. Instead they are more than likely to be prescribed anti-depressants. There are also many different types of grief; the loss of grasping normal tasks, terminal illness, divorce, loss of a pet, financial loss, loss of innocence, death, loss of status as someone is diagnosed with dementia they are then grievers etc.

Lianna had found that there was nowhere to go for help and explained that she helped a man who was terminally ill and had he not gone through the programme would possibly have committed suicide.

Lianna has devised a 16 step plan over 8 weeks and people have been able to come off their anti-depressants as a result. They need to know how to cope with losing what's important to them. Lianna has written a book on this subject and she is hopeful that Rio Ferdinand will review it for her.

At the beginning of the programme each person makes 3 promises; confidentiality, uniqueness and not to compare/analyse.

All members present thought her course would be of real benefit.

- next course starts 30<sup>th</sup> May 2017 at Champ's funeral home In Clayton le Moors.
- 8 people per session
- £25 per session

Lianna will send leaflets for this to be publicised to patients.

### **3. Introduction of any new staff**

There were no new staff attending the meeting.

Dr Victoria Gauge is due to join the practice in August 2017 for 6 sessions per week.

### **4. Introduction of any new members**

No new members.

### **5. GHMG Doctors – updates/questions**

None.

### **6. PPG - a) On-going b) new developments**

#### Accrington Walk-in Centre Update

- Another extension given until September to give time for new services to be put in place.
- The CCG did not turn up to the Hyndburn PPG group to give further developments.

#### **PPG Awareness week 19**

#### Patient Participation Week 19th – 24th June 2017

This is the fifth Awareness Week and is taking place later in the month than the usual to coincide with the NAPP conference. However due to Carol's holidays we will hold our event week beginning 5<sup>th</sup> June.

We shall;

- 'Meet & Greet' on Wednesday 7<sup>th</sup> June – it's the childhood injection clinic upstairs and the 'Baby Clinic' downstairs at Great Harwood.
- Colin and Kevin will do the same at Rishton.

- Give out 'Childhood illnesses' booklet and a PPG leaflet to promote the group.
- An email will be sent to all patients with the PPG leaflet.
- Contact CCG regarding promotional material; childhood illness booklets, PPG promotional leaflets, posters and banner.

### Outside Speaker

It was decided that we should have an outside speaker event in the autumn. One of the subjects discussed was Diabetes. The CCG have stated that they would support PPG's with "know your risk" training to members. Resources available from them include; leaflets and a speaker. Carol will contact Bank Mill and Churchfield House to ask for availability and cost.

Meeting dates for year - Meetings for 2017 will be as follows;

We are to **cancel** our next meeting; Tues 11<sup>th</sup> July

Tues 12<sup>th</sup> September will move to 26<sup>th</sup> September 2-4pm

Shall remain as organised; Tuesday 14<sup>th</sup> November 2-4pm

Filling out forms for those finding it difficult. It was decided that this has not been seen to be a problem.

Emailing/messaging on the internet to be made easier. Sarah to look into this, although some members have found this easy via 'Access'.

Hospice Talk Pauline has contacted the Hospice and given; Tuesday 14<sup>th</sup> November 2017 as a possible date for them to speak at the meeting.

NAPP Membership Fees – Due to us now having our own funds we shall now pay this.

### **8. Newsletter**

- Phlebotomy Clinic – a little bit more information to be added to make it clearer to patients what this is.
- Minutes in brief.
- Grief recovery leaflet.

### **9. Feedback from Patients**

5 x positive feedback received from patients on service provision and care received from Doctors, Nurse, HCA and reception staff.

Surgeries at High St have been increased up to 8 per week wherever possible at the request of patients who live in Rishton. However, there has been a problem with empty slots. This will continue to be monitored.

The seating at High Street is due to be replaced after patients complained it was uncomfortable.

The toilet seat at High St is due to be replaced.

#### **10. Any Other Business**

Gerald raised an issue regarding there being 2 INR clinics in Accrington (Pals & Accrington Victoria). This seems a waste, could there not be a clinic in Gt Harwood. Carol will contact the CCG.

#### **11. Next Meeting**

Tues 26<sup>th</sup> September 2-4pm