

GREAT HARWOOD MEDICAL GROUP

PATIENT PARTICIPATION GROUP

Date & Time: Tuesday 7th November 2023

Venue: Library / Resource Room
Great Harwood Health Centre

Members Present: Sarah Lord, Pauline Quinn, Carol O'Brien, Christine Jackson, David Cockett, Julia Ashworth, Margaret Morrison, Karen Clarke

Introduction of our new members; Karen Clarke and Guest Speaker; Natalie Wilson – Health & Wellbeing Coach

Natalie explained that Practice teams aren't just made up of Gp's but are growing to include other Practitioners eg; pharmacists, mental health teams, nurses etc. She described her new appointment is a link between Care Co-ordinators and Social Prescribers and they will cover a wide range of issues but is mainly a patient orientated and coaching intervention role for example for; weight loss, not taking medication correctly, loneliness, long term diseases or possibly a new diagnosis. Her role is to educate patients and try to unpick what's happening to them and implement behavioural change.

It's intended that there will be three positions in total based across our rural area. They will have access to shared patient records so will have all relevant details. Patients may be referred to her by; Gp's, receptionists and pharmacists to name a few. However, she can refer patients onwards to other Practitioners eg; social prescribers.

Pauline thanked Natalie for her presentation and invited questions.

Item	Minute	Action
1.	<p>Apologies: Alan Wilkinson, Lindsay Williams, Christine Coe</p>	None
2.	<p>Accept Minutes from July</p> <p>Proposed – David Cockett Second – Sarah Lord</p>	None
3.	<p>Matters Arising</p> <p>a) Practice Survey</p> <p>This will be available on reception, our newsletter and online through Survey Monkey where a link shall be put on the Practice website and sent to all Patients with an email address. An advert shall also appear on our Facebook page to let Patients know how they can participate. This shall be available for around 2 weeks.</p> <p>b) Flu Vaccine Programme</p> <p>This has been very well received this year although some Patients were referred to the Pharmacist if they could not attend Practice Clinics.</p> <p>It was asked why the Practice did not offer Covid boosters at the same time as the Flu vaccine. Sarah commented that the uptake last year was poor with hundreds of doses being sent back.</p>	Sarah Carol Lindsay

<p>4.</p>	<p>GHMG - Dr Hayden-Pawson returning from maternity leave in December. Dr Nandakumar finishes his GP placement with us in December. Dr Filbrandt starts her GP placement with us in December. Alicia Rushton has taken over the role of Health Care Assistant. Tracy Buxton has joined the practice as a GP Assistant Ellie-Jo Parkinson has joined the practice as a Mental Health Practitioner Ife Oyebanji ihas joined the practice as a Physicians Associate</p> <p>We will be a hub for the winter resilience appointments which are running throughout the winter period. This will increase the number of appointments we can offer to patients with acute problems.</p>	
<p>5.</p>	<p>PPG –</p> <p>a) Healthwatch Lancashire (HL) David and Lindsay were thanked for attending this event.</p> <p>It was explained that HL is different from the CQC as this is mainly used for Patients looking online for reports if they are looking for a Practice.</p> <p>There were some excellent positives within their report eg; “Overall, the feedback from Patients was positive with all Patient responses being positive about the quality of care and the attitude of staff.”</p>	

	<p>One recommendation was to “Present information in an accessible format in the waiting areas using colour documents and a clutter free display.” It was stated that we do not have a colour printer. A suggestion was made that we could possibly contribute to the cost of this from PPG funds and to use the moveable white boards to display anything current and be changed frequently.</p> <p>Although the sugar/drinks display is not at present correct it was stated that this was not something we could alter as we did not implement this display.</p> <p>All other recommendations shall be looked after following the results of our survey.</p> <p>b) Tesco Funding Update</p> <p>It was stated that an article in the press and the current ‘projects’ on display reveal that the scheme seems to be concentrating on children’s projects within the community. Therefore this may not be an avenue for funding in the future.</p> <p>Carol explained that when she went for her initial meeting with Natalie Wilson (Health & Wellbeing Coach) the social prescriber present mentioned that CVS may be able to offer help. A meeting has been set up with their manager on Tuesday 14th November 2023</p>	<p>Carol</p>
--	---	--------------

	<p>c) Corkill Award</p> <p>Carol explained that the National Association of Patient Partners had sent us an application form for the above award. The theme this year is “celebrating PPG’s working in their wider communities”. This has now been sent off and the winner will be announced at the AGM on Saturday 18th November. Carol will attend via Zoom to watch the results.</p> <p>The winning PPG receives £400</p> <p>The runner up will receive £100</p> <p>Short-listed PPG’s will receive local and national recognition with special member bulletins featuring links to website updates.</p>	<p>Carol</p>
<p>6.</p>	<p>Feedback from Patients</p> <p>1. "I'd like to pass on my compliments to Alicia who was working on reception this evening 3 November.</p> <p>When I arrived at the surgery she was dealing with a telephone call which continued for several minutes. During the call she remained calm and polite, repeatedly giving an apology for an omission by a colleague, and reassuring the caller that she would get the doctors advice urgently. Her patience was remarkable.</p> <p>She then helped me to get a printed prescription signed to replace an electronic one which was sent to Boots yesterday but which may not have been available until Monday because of Boots’ centralised dispensing system.</p> <p>I was then able to have the printed prescription dispensed this evening and my mother-in-law can start her treatment tonight rather than in 3 days time.</p>	

	<p>Although I thanked her at the time I'd like Alicia's manager to be aware of how much her politeness and kind attitude impressed me."</p> <p>2. "I would like to thank the lady that was on reception this morning at around 8.45am. Unfortunately I didn't ask for her name.</p> <p>She was extremely helpful and friendly and thanks to her I was able to collect a prescription by 1pm today and start antibiotics quickly.</p> <p>I'm sure this quick action will result in a much milder illness than if I had been asked to wait to see a doctor."</p>	
<p>7.</p>	<p>Newsletter and Facebook</p> <ul style="list-style-type: none"> • Minutes in Brief • Survey • The full survey will not appear in full on Facebook but instructions on how Patients from our Practice can take part. • Travel vaccination instructions. 	<p>Carol Carol/Sarah Carol/Lindsay</p> <p>Sarah</p>
<p>8.</p>	<p>Any Other Business</p> <p>David was very concerned about the elderly and information regarding the digitalisation of telephones. It was stated that everyone will be sent information via email and post.</p> <p>Karen raised the issue of travel vaccinations and if there was an easier pathway for patients rather than going back and forth between Travel Clinics and the Practice. The pathway will be documented in the Newsletter</p>	<p>Sarah</p>

	<p>Prescriptions can be asked for on PATCHS. These can take up to forty eight hours to process and go across to the Patients preferred Pharmacist.</p> <p>Gp's review prescriptions on an annual basis and not the Pharmacist.</p> <p>Julia pointed out that she unfortunately couldn't get a routine appointment so therefore had to take up an emergency appointment with a Gp even though she did not consider her issue urgent.</p> <p>Natalie announced that there will be a Health & Wellbeing event to be held in Accrington this Saturday 11th November at 10.30am. All welcome to attend.</p>	
<p>9.</p>	<p>Next Meetings</p> <ul style="list-style-type: none"> • 13th February 2024 AGM & Meeting 1.00pm • 21st May 2024 1.30pm • 13th August 2024 1.00pm • 19th November 2024 1.00pm <p>All meetings will take place in the Practice Library unless otherwise notified of change.</p>	