

GREAT HARWOOD MEDICAL GROUP

PATIENT PARTICIPATION GROUP

Date & Time: Tuesday 12th November 2019 @ 1.30pm

Venue: Meeting Room

Great Harwood Medical Group

Members Present: Debbi Whitwell, Pauline Quinn, Carol O'Brien, Alison Middleton, Christine Jackson, Margaret Duckworth, David Cockett, Beryl Timmins, Alan Wilkinson and Julia Ashworth

Apologies: Colin Cooper, Kevin Dean, Sarah Lord and Gerald Rostron

Item	Minute	Action
	<p>Discussion with Dr Tyagi; We are shortly to employ an Advanced Pharmacist Practitioner: Shakeel Aslam. Duties include;</p> <ul style="list-style-type: none">• A pharmacy/prescription bridge between doctors and patients.• Admin work can be more accurate and quicker.• They can sort out minor ailments and long term conditions.• Their appointment will start with an initial three months part time then three months full time.• The position will be reviewed at the end of the trial period.• This introduction will not slow down the time taken to acquire prescriptions.	
2.	<p>Accept Minutes from September Proposed Julia Ashworth Second David Cockett</p>	
3.	<p>Matters Arising from March – Car park path - grass to be paved over to make a car park link; how's the progress? Nothing has been received from Sandra Dixsn. Members thought it was an embarrassment that this has</p>	Sarah

	<p>gone on for so long.</p> <p>Dr Grayson plaque at the Rishton site was on a corner shelf. Members thought that it should be fixed to the wall in a prominent position. Debbi thought that the reason it may not have been fixed is because we are awaiting news of a funding bid for a new reception desk. Follow up at February meeting.</p> <p>September Meeting NHS England survey (for Practices) - results and analysis promised, Sarah was on holiday so this will be postponed until our next meeting.</p> <p>Our Tesco bid will be discussed and put together in the new year.</p> <p>‘Loneliness’ Survey – No news has come back from the GPs regarding this so shall be left over until the new year. To be discussed at Partners meeting.</p> <p>Bigger notice board –This would be at a cost of £61.90. As we do not have any funds this will have to wait. Put on Agenda for February meeting.</p> <p>In the New Year we are to have folders put on chairs in Reception with leaflets for Patients to read as well as the notice boards. Alan has kindly provided the folders and plastic wallets.</p>	<p>Sarah</p> <p>Sarah</p> <p>Alan/Pauline/ Carol</p> <p>All Partners</p> <p>Carol</p> <p>Pauline/Carol</p>
<p>4.</p>	<p>GHMG - a) On-going b) new developments Our latest CQC inspection was a telephone conversation rather than a physical inspection. Agenda item for February so Sarah can report to PPG results.</p> <p>We are to have some more changes in Clinical staff, which shall be reported in the newsletter.</p> <p>Sarah has provided new badges for PPG members which can be worn at events.</p>	<p>Sarah/Carol</p> <p>Sarah</p>

<p>5.</p>	<p>Flu Clinics</p> <p>Members wished to know why we ran out of the under 65's vaccine. We had been let down by our supplier and deliveries had been later than initially agreed. We did not know this until after the clinics had been arranged therefore we had to go ahead with the clinic dates as planned. We have sufficient stocks to vaccinate all patients eligible for flu vaccination.</p> <p>We use two separate vaccines for under and over 65s as recommended by the Department of Health as these offer the best protection for the age groups.</p> <p>Complaints had been received regards the length of the queues and that this involved queuing down the stairs (health & safety issue), Dr Tyagi was not aware of this. Suggestions put forward to Practice for next year;</p> <ul style="list-style-type: none"> • To make sure that it's clear patients can attend both Gt Harwood and Rishton • 2 Practitioners on at the larger sessions • Workers Clinic • Children's Clinic (maybe during half term) • Fixed appointments • Raffle tickets could be given (by PPG members) when patients come into Reception. Then possibly called (by PPG member) in multiples of 10 to line up in corridor. <p>All these suggestions will be looked at within the next Partners meeting.</p> <p>It was asked where our border for the Practice is? We cover Great Harwood, Rishton and Clayton-le-moors. We do not cover Whalley and Langho.</p>	<p>All Partners</p>
<p>6.</p>	<p>Hyndburn PPG & Patient Partner Board HPPG -</p>	

	<ul style="list-style-type: none"> • Pauline circulated the Clinical Pharmacist Booklet which is in operation in Hyndburn Central PCN (Primary Care Network). • Each Practice will contribute to the man power hours of the HUB • Accrington Victoria will not be opening the closed ward. This is due to hidden asbestos and would be cost prohibited. <p>PPB -</p> <ul style="list-style-type: none"> • Pauline and Carol have been given Social Media training. Our new PPG Facebook page is available at; www.facebook.com@greatharwoodPPG Debbie will help Carol as regards learning how to block people etc. • Unfortunately the Harri Van (health & well being) is not available for our next coffee morning but hopefully will be for future events. However, we have secured Lancashire Adult Learning again through the CCG. 	Debbie/Carol
7.	<p>PPG</p> <p>a) The toy rota was circulated for November 2019 – March 2020 and all dates were covered. This will be sent out to members as a reminder.</p> <p>b) Coffee Morning – this will take place downstairs in Reception on Monday 25th November 9.30am-12noon.</p> <ul style="list-style-type: none"> • 4 tables to be brought in on the morning of the event. • Members to bring along extra mugs, milk jugs, and table cloths. • At present the following organisations will attend; Community Navigator - Paul Gott Hyndburn Community - Leanne Solutions 	<p>Carol</p> <p>Alan/Julia</p> <p>All</p>

	<p>Lancashire Adult Learning & Wellbeing Walking for Health & Stepping Out Churchfield House Outdoors for all for Isolated people & mental Health Fire Station</p> <p>- Craig Pollard - Chris Dickinson - Lynne - Stephen Tomlinson - possibly attending</p> <p><u>Advertising (posters);</u> Shops Bus Stops; Towngate, Waverledge, Park Hotel <i>waterproof</i> Library, Churchfield House & shops Dr Grayson Way - hopefully Pubs Facebook Reception (upstairs & down) Town notice boards</p> <p><u>Prizes;</u> Tesco Morrisons Tombola, Raffle, cakes, biscuits & milk</p> <p>Will hold a meeting on Monday 18th November 2pm in Library to sort Tombola and Hamper prizes</p> <p><u>On the day help needed for;</u> Tables/chairs etc Decorating with signage Greet Guests & public Booklets/newsletter Raffle Tombola Washing/drying pots Serving refreshments</p>	<p>David Carol Pauline Carol Pauline Carol Sarah Julia Alan Pauline All Pauline/Carol/ David/Julia/ Christine/Alison/ Colin Julia/ David Margaret Pauline/Carol Beryl/Colin +1 David +1 Bernard +1 Christine C/ Christine J</p>
8.	Feedback from Patients None brought to meeting. Carol and Julia thought	Sarah

	some may have been put in box at flu clinic. To check for next meeting.	
9.	<p>Newsletter content</p> <p>Welcome new staff & goodbyes</p> <p>Minutes in Brief Meeting</p> <p>New Community Activity Booklet advertisement</p> <p>Medical Matters - Do I need Antibiotics – is it flu or just a nasty cold?</p> <p>Advertise 'Community Activity Booklet'</p> <p>Facebook advert</p> <p>Merry Christmas & New Year</p>	<p>Sarah</p> <p>Carol</p> <p>Carol</p> <p>Carol</p> <p>Carol</p> <p>Carol</p> <p>Carol</p>
10.	<p>Any Other Business</p> <p>None</p>	
11.	<p>Next Meetings</p> <p>Tuesday 25th February 2020 1.30pm (AGM & Meeting)</p> <p>Tuesday 19th May 2020 1.30pm Meeting (PPG Week)</p>	ALL