

Haughton Thornley Medical Centres
Patient Participation Group (Thornley House)

Minutes of the meeting held at Thornley House 24th April 2008

Present:

Don Hunter (Chairman)
Sandra Boyce
Bill Burgoine
Dorothy Burgoine
Dr Lisa Gutteridge
Dr Amir Hannan
Margaret Rickson
Yvonne Stone
Alan Yates

Apologies:

Yvonne Bennett
Moirra Hulme

1) Minutes of last Meeting

- a) The minutes of the last meeting were agreed having been made available to all patients via the PPG notice board in the Waiting Room, by e-mail or via the Practice web-site.

2) Men's Health Forum

In relation to the event of 27th March several points were discussed regarding its viability, promotion and publicity.

- a) It was still seen as a worthwhile enterprise and worth pursuing again.
- b) It was felt that the March event should be considered effectively as a 'dry run', and lessons learned for the future.
- c) Publicity would be better achieved by way of a letter sent personally to all Patients for whom the event was intended (this should be done approximately two or three weeks before the event).
- d) Timing should be considered i.e. not during a holiday period (school or otherwise).
- e) Reception Area publicity i.e. A5 flyers on the Reception Desk and Posters should be repeated.
- f) Clinicians should be requested to inform individual Patients in the specific target group of the event (either verbally or with the A5 flyer) where appropriate.
- g) The event should be rerun on Wednesday 8th October 2008 (time to be decided).
- h) Mr Hunter, Mr Yates and Mr Burgoine would work on the wording for the letter.

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- i) The PPG would assist where possible i.e. folding and inserting letters into envelopes and would pay the Practice for any staff time, postage or materials used.

3) The 2007/8 Patient Survey

The meeting reviewed the results of the survey and discussed several options.

- a) Following last years survey several areas were identified as being available for improvement and a number changes were planned. All the changes highlighted in the Post-Survey Plan were implemented.
- b) These changes appeared to have little effect and this year's Survey showed some disappointing results.
- c) A new Action Plan has been produced and distributed via e-mail and the PPG Notice Board with the following items
 - i) A bigger range of 'Telephone Consultation', hopefully resulting in more time and subsequent time management for Doctors.
 - ii) Doctors and the Nurse Prescriber will offer 'Telephone Triage' to provide better access to the Clinician.
 - iii) A 'Minor Ailments' scheme has been re-launched at the pharmacies in Hyde and Denton which should ease the requirement for GP appointments.
 - iv) Continued promotion of 'Patient Access' to enable the ordering of repeat prescriptions and the booking of appointments.
 - v) The Practice will continue to monitor and discuss situations where Doctors are 'Running late' with surgeries.
 - vi) An 'Evening Surgery' has been started on Monday evenings between 6 pm and 8 pm. This is specifically aimed at working people who are unable to attend the day-time surgeries.
 - vii) The Practice continues to promote the opening of the Pharmacy next door and work on this is progressing. Mr Uddin the prospective owner/pharmacist at the new Pharmacy is to be invited to the next PPG Meeting.

4) Patient Record Access

- a) Nothing further has been completed regarding the Internet (Patient Record Access) PC in the waiting area.
- b) Dr Hannan demonstrated the new Practice Web-site to PPG Members and this was received very well. This site is still under development but is currently available on www.htmc.co.uk for anybody to check and make possible suggestions. Again this is still under development and the Haughton Vale section may not be available but will be an appropriately amended copy of the Thornley House section.

5) Any other business

- a) The chairman expressed the member's disappointment that there was no representative at the meeting of the administrative function of the Practice.

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- b) In addition no apology for absence has ever been received in advance of the meeting from Practice administrative staff.
- c) The meeting dates for the whole of 2008 have been established since late 2007 and it ought to be possible for somebody (preferably the Practice Manager or Assistant Practice manager) to attend and deal with administrative questions.
- d) Dr Hannan stated that he would speak to Mr Jordan on this matter.
- e) The Chairman requested that items requiring payment, where appropriate documentation has been submitted, should be paid as soon as possible.
- f) The Chairman requested that a copy of the 'Practice Complaints Policy' should be made available to PPG members in order that they can direct any Patients with a complaint through the correct process.

**The next meeting is to be held on
Thursday 26th June 17:45 at Thornley House.**