

## MINUTES OF THE PPG MEETING HELD AT THORNLEY HOUSE MEDICAL CENTRE

THORNLEY STREET, HYDE, SK14 1JY

THURSDAY 30<sup>th</sup> April 2015

### PRESENT:

INGRID BRINDLE [CHAIR], MARILYN GOLLOM [SECRETARY], DR HANNAN, WENDY POVEY [TREASURER/ PRACTICE MANAGER], DOMINIC SEXTON, BILL BURGOINE, DON HUNTER, DOROTHY BURGOINE, HARRY NEWMAN, FORHAD JANI.

### APOLOGIES:

Welcome to Mr Forhad Jani, new to the group.

No issues arising from previous minutes.

Dr Frederica Lucivero spoke to the group last year about her research into the patient experience of on line medical services. She now has funding enabling her to start her research and is looking for volunteers. Contact details are available in the surgery together with a leaflet explaining what participation involves for any volunteers to this research.

### **Practice Matters.**

Wendy looked into providing a direct taxi line in the surgery for patients. Unfortunately the practice is not big enough to sustain such a service.

There was a clean-up in the surgery at the weekend, this was to prepare for the QCQ inspection the following week. Wendy reported that the inspection went very well and the practice will get a full detailed report in a couple of weeks. The report will then be posted on the practice website and displayed in the surgery.

Harry Newman raised an issue regarding the attendance of a doctor at the PPG meetings as some issue raised require that input. Wendy pointed out that it is the exception when a doctor is not in attendance at the meetings. It was suggested that dates of meetings are given to the practice well in advance to give the doctors opportunity to diarise these before their diaries become full. Harry also raised a point that the messaging system on on-line records does not always work. Wendy will action this and ensure that it does work, there is a monitoring system linked in to make sure online messages are not ignored.

Don asked what is the procedure when an item is dropped from a repeat prescription without warning or explanation. Wendy said he could use the online messaging system to ask for an explanation. Ingrid asked if a note could be printed on the prescription with an explanation as to why item is deleted.

Mr Jani asked if there may be a Bengali speaking doctor or receptionist in the practice. Wendy replied that the practice feel it is more supportive to assist in the broader learning of English which will help in other areas too. If this is not an acceptable reply Mr Jani needs to go to a higher level – CQC or NHS England.

### **Teams.**

**Cathy Dobson, care factoid:**

Although we all know about the importance of safeguarding children we should also be aware that adults have a right to live free from abuse and neglect as well.

Adults over the age of eighteen who rely on others to help them in their day to day living are particularly at risk from family members, friends, carers or strangers. Abuse doesn't always mean physical violence or sexual abuse; it can include, among other things, neglect, belittling, theft of money or not allowing someone to make their own decisions.

There is a video about Dignity on Tameside Council's website where you can also find out more about adult abuse and how to report it. See <http://www.tameside.gov.uk/socialcare/adultabuse>.

If you are concerned about a vulnerable adult you should contact the Safeguarding Adults Team on 0161 342 5217, or Adult Social Care on 0161 342 2400. If you are worried about a child you should contact the Tameside Safeguarding Children Board, Public Service Hub on 0161 342 4101 (office hours) or 0161 342 2222 (other times).

Whether you are concerned about an adult or a child, if they appear to be in immediate danger of harm you should contact the police.

**Communication.**

New name U and ICS –Urgent and Intermediate Care Services. The key objectives are to provide adults with an urgent response to their situation and provide a care plan.

GP locality groups, our practice falls in with the Hyde, Hollingworth and Longdendale group they will send a patient representative to the Patient Network- renamed Cluster Group.

**Health Pledge.**

The group are meeting on the 12<sup>th</sup> to discuss the way forward. They did not win their category at the Nursing Times Awards but very proud to have been shortlisted for such a prestige award. However MMU did win Education Provider of the Year for the **second** time, a magnificent achievement from a wonderful team and we are fortunate to work alongside them.

**IT**

Nothing new to report.

**Records access.**

Contact details in the surgery for patients needing help.

**Self Care**

Working on new project.

**Dates of next meetings; Thursday 28<sup>th</sup> May 1.30 pm**

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