

Houghton Thornley Medical Centres

PPG Meeting - 14th April 2016

Attendees: Ingrid Brindle, Sue O'Connor, Dominic Sexton, Cathy Dobson, Eric Bynon, Bill Goldthorp, Barbara Dresner, Barbara Camm, Margaret Downs, Kath Mills, Jenny Chapman, Don Hunter, Cath Shaw, Dr, Hannan, Dr Alkins, Julie Saidy (Healthy Living for over 75s)

Apologies: Wendy Povey (Practice Manager), Claire Woodall, Josie Clegg, Florence Salisbury, Debbie Smith

1. Welcome and apologies for absence.

2. Approval of minutes of last meeting and matters arising.

New phone system up and running, and Wendy has not had a single complaint since it has been in operation.

Someone had said the voice was difficult to understand but Dominic explained that this one was decided as the best option from the ones they had in the system.

Sue asked if there could be another option added to hear the numbers again at the end of the message. We have to listen to each one then decide which we need, and those of us with short memory have to re-dial and then choose a number.

(Action: Dominic will work on a 'repeat options' number)

3. Practice Matters:

Cathy asked about AIS (Accessible Information Standards) and what the practice was doing for those who are deaf, blind, or have learning disabilities.

Dominic said that Wendy is currently working on this (i.e. notes on records, yellow text, dementia friendly printing etc.).

(Action: Dominic will speak to Wendy and get updates for our next meeting.)

Dr Hannan informed us they are to employ a pharmacist to work at both practices, a couple of days at each. He will be able to give advice on medication, repeat prescriptions, queries on hospital medication given etc. This will save a lot of time for the Doctors if patients can get their questions answered by him instead of having to book a telephone consultation call with a Doctor. Some patients are taking 10 or more tablets and can get confused. The pharmacist can also look at patients repeat prescriptions to check that ALL the tablets are needed. Some patients are sent medication on their 'repeat list' which they no longer use, He will be able to speak with

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other pharmacies to make sure patients only get what they need.

(Action: To discuss what he can do for us, and what his role will be at next meeting
Dr Hannan will e-mail everyone once all is in place).

4. Haughton Green Centre

Obesity problems. Parents come to Slimming World Thursday Nights but don't bring children with them. Larger children opt out of exercise more. Parents won't admit child has problem. Cost problem -pizza, burgers etc cheaper.

Suggest Drs give advice when see a patient who is overweight.

Dr Hannan advised of Healthy Trainers in surgery Wednesday and Friday - need to book appt through Dr. or Nurse if overweight.

5. Reports of progress from team leaders on special projects.

Foodbank - Drs know how to give out vouchers. There are fewer referrals from Haughton Green Centre.

ESOL Course - Support Workshop English as 2nd Language

Limited for venue as needs to be local. 16 did last one, waiting list of 60 for next one.

6. Any other business...

Medical Passports were discussed and it was agreed that we should all help to encourage everyone to have one. Ingrid stated that these were sent to us free of charge, and suggested that packs could be given out to local pharmacies to put on their counters.

(Action: Ingrid will look into this and order more packs)

Ingrid told us of a report she read in The British Medical Report about the role of PPG's and the impact they have on practices, and how it was hard to evaluate what was actually accomplished.

She asked what more we could do to promote our PPG

(Action: look into progress of PPG Notice Board at Haughton Vale 'Make your voice heard').

Jenny suggested asking local colleges if students could help with Notice Boards such as '**YOU ASKED - WE DID**' for instance, the new phone system which the PPG helped the practice to implement.

Dr Hannan suggested '**WE HEARD - WE DID**' to show the Practice IS listening to us.

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Ingrid asked us all to rate the Practice on NHS Choices Website.

(Action: Dominic will Paste a link in next PPG e-mail)

Barbara told us of a public meeting on **28th April at Hyde Town Hall 6:00pm - 8:00pm**

The CCG will discuss matters such as The Health Service Today, and the Junior Doctors situation, straight from the horses mouth.

Dr. Pena, who was a Consultant at Tameside Hospital will be there giving a talk.

Ingrid said that we need to co-ordinate records from MRI, TGH, Salford Royal etc. We need a patient hub to collate the information but this would be difficult due to confidentiality issues.

Dates of next meeting...

THURSDAY 12th May 1:30 pm