

**Minutes of the PPG Meeting Held at Haughton Thornley Medical Centre,
Thornley Street, Hyde
8 December 2011**

Present:

Bill Burgoine (Chairman)	Yvonne Bennett (Secretary)	
Patrick Jordan (Treasurer/Practice Manager)		Margaret Rickson
Dorothy Burgoine	Christina Howard	Gill Anderson
Don Hunter	Dr Amir Hannan	Ingrid Brindle
Rokib Uddin		

Apologies:

Lisa Gutteridge, Bill Goldthorp, Moya Berry, Adrian Harrison

1. Welcome:

The Chairman welcomed everyone to the meeting which included Rokib Uddin from Tameside Radio

2. Minutes of the Last Meeting:

The minutes were agreed as being correct.

3. PPG Meeting Dates for 2012

26 January 2012
29 March 2012
31 May 2012
27 September 2012
06 December 2012

4. On-line Prescriptions

It was brought to the attention of the Practice Manager that, although Patients requested prescriptions to be given to Hyde Pharmacy (via the message box), this wasn't always happening. Patrick asked that patients should contact him if this happened so he could then find the reason. Other PPG members agreed this sometimes happened because e.g. post it notes attached to prescriptions often came off when being signed etc. One member suggested that people rang the pharmacy that it had been accepted and asked them to collect.

It was decided that three actions should take place to resolve this problem :-

- The Practice Manager would review the action to be taken by staff at the surgery to ensure that any online message submitted with the prescription order would be included with the prescription itself after printing. It was expected that this would remain with the script after the signature and filing for collection.
- The Patient should ensure that their Pharmacy of choice was aware that their prescriptions needed to be collected on a regular basis.
- The Patient would confirm to the Pharmacy when the prescription was ready for collection, by telephone or by e-mail if an address was available.

As many people who order online do this 24/7, after ordering they can immediately afterwards email **Hyde Pharmacy** at ma.ali@nhs.net and ask them to collect their prescription. It will be necessary to give **your name, address, date of birth and the date the request was made** (please do not include any other personal information in this type of e-mail). An email will be sent to all patients who have given their email address. If you wish to use this method to notify a Pharmacy other than Hyde Pharmacy (Malik), please contact the Pharmacy in question to obtain an email address.

5. Self-care week 14th – 20th November

Self Care Week started with World Diabetes Day on the 14th November. Information was available on stands in the Health Promotion Room all week.

Thursday, 17th was a PPG 'Special Day' when all stands were manned so a special thanks to all who attended their stand. A 'healthy eating' buffet lunch was served at lunch time followed by a series of talks (these can be seen on www.htmc.co.uk). Patients felt they really benefitted by these presentations. Mr Thalava, a Consultant Orthopaedic Surgeon brought his team from Tameside Hospital. He particularly spoke about the new Enhanced Recovery Program for hip and knee replacement. Patients were particularly impressed with his presentation which included videos of patients who had recently had a replacement operation. The scheme applies to other surgeries all of which include the patient as part of the planning process.

Adrian Harrison spoke of his personal health problems and how he was able to turn his life around with the help of the Expert Patient Program. Adrian is now a fully accredited tutor for the course. A new course is planned for February with Thornley House for the venue. The course is free but places must be booked. For further information call the admin team on 0800 988 5530

5. Re-elections

New elections for Chairman and Secretary are due in January. Anyone interested in standing should contact Chairman Bill Burgoine at htmcppg@gmail.com. Patrick Jordan has agreed to remain as treasurer following request by the PPG.

6. LINK/Health Watch

A new Chairman has been appointed at Tameside Hospital. There will be a meeting with LINK/Health Watch and questions can be put to the new chairman. Anyone with a question should email Bill Burgoine at htmcppg@gmail.com.

9. How to Contact the PPG

We have our own page on the Practice Website www.htmc.co.uk/pages/pv.asp?p=htmc4 (why not include this in your favourites?) At the bottom of the page is a box where you can make a comment. You could also write your comments and leave them in an envelope, addressed to the PPG Secretary, with the Practice Receptionists at either Haughton Vale or Thornley House. Patients from both surgeries are welcome to attend all meetings.

The next meeting is to be held:

Thursday 26 January 2012 at 2.00pm
Thornley House Medical Centre
Thornley Street
Hyde
SK14 1JY
0161-367 7910
www.htmc.co.uk