

Haughton Thornley Medical Centres PPG Meeting - 8th December 2016

Attendees: Ingrid Brindle, Sue O'Connor, Dominic Sexton, Don Hunter, Cathy Dobson, Eric Bynon, Claire Woodall, Deborah Smith, Karen Millo, Hasina Khanon, Fouzia Shaikh, June Evans, C Collingwood, David Dickinson, Penny Knowle

1. Welcome and apologies for absence.

Apologies: Cath Shaw, Josie Clegg, Dr Hannan, Jenny Chapman, Barbara McIntyre

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

No matters arising.

Fouzia Shaikh, Ethnic Minority Community Liaison Worker for **Be Well Tameside** introduced herself and spoke of the work she does alongside Hyde Community Action. The main aim is to help and promote a healthy lifestyle. Our Practice Nurses and Dr's can refer patients to a local Health Advisor for help and support on a one-to-one basis to achieve this. All meetings are confidential and personal details are covered by NHS Data Protection.

Leaflets and contact numbers will be available in our reception areas.

Hyde community Action are offering FREE courses starting end of March, Free Health checks for people aged 40 to 74, and there are Womens Health Walks each Monday from the Centre led by volunteers.

Leaflets and contact numbers will be available in our reception areas.

**And don't forget to sign up to our own Health Pledge this new year.
SMALL changes make BIG differences !**

3. Practice Matters:

We had an in depth discussion regarding our appointments system and the new telephone system. One of the main concerns was the need to tell the receptionist what you needed an appointment for.

The reason they need to do this is because many calls to the surgery do not need to see a DR.

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Times have changed since our family Dr. was first point of contact for all ailments, when we could walk into a surgery and have a chat about each others family during a consultation, and they would 'pop in to see you' if they were on call in your neighbourhood.

Our surgeries have many different services available nowadays. The receptionists will advise you on the best Person to see for your particular problem. It may be best to see a Nurse, or if an eye problem to see an optician. This saves our Drs time and allows more emergency type ailments to get appointments.

Telephone calls to reception are much more private than coming in to the surgery, and ALL calls are confidential.

Those who live near to the surgery and prefer to call in to book appointments may ask the receptionist to speak to them in private in the side room if they do not want to speak of their problem in the public waiting room.

(Action:

We are to reconfigure the Reception areas and also put up signage to inform patients of this.

Dominic to send out this information in weekly e-mails.

Debbie to speak to Drs regarding a face to face consultation annually.

Further training and script for Reception Staff.

Messages to be put on TV screens in reception.

Look into the booking in sytem for nurse.

Ingrid to chase up blood monitors.

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

Foodbank - Cath Millo has done Posters at Haughton Vale and Ingrid has done some at Thornley House. Eric is continuing to collect food boxes and take to to St Marys Church Hall.

ESOL: 70 names currently on waiting list for joint course with Hyde Community Action. HCA have won awards for their services. They are awaiting funding to continue.

Ingrid: Awaiting a reply regarding application for 20K towards funding for community liasion

Health Pledge: Self care week went well. Our stall in Hyde Clarendon Centre generated many leads to follow up, although only 15 Health Checks

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were carried out.

Carole Hill advised 45 people on bowel cancer and booked 9 referrals for further consultations.

Jackie Gladwin and the team at Morrisons were there Monday Tuesday and Friday afternoons from 2:00pm to 3:pm and did 400 Health checks, gave advice and referred patients to GP's where necessary.

Abdul Hamin demonstrated an ECG monitoring device on a mobile phone which proved to be very interesting.

Dementia Friends: Cathy did a successful meeting a couple of weeks ago and will update us at next PPG meeting

5. Any other business...

There are issues with funding at present and Hattersley and Hollingworth are struggling to recruit due lack of money.

Go to Doc is a non profit organisation and has therefore no shareholder value. The money made is not ploughed back into the NHS.

There are currently 2 surgeries in Dukinfield unable to fund recruitment and are in danger of closing

Hyde and Hollingsworth surgeries are looking at co-operating with links between ECG, Chiropody etc. with a designated person to guide us through the systems.

Appointments systems need improving to help stop the public going to A&E as practices are changing.

The Pears system (access on mobile phones) has been sold to a Evergreen Live, a Company in Manchester. David ad Dominic are to liaise with their MD, Brian Fisher.

Ingrid and her husband are to be interviewed in a Radio 4 programme to be aired in the new year named 'Aftermath'. The programme will discuss the impact Dr Shipman had on the communities in and around Hyde, and how individuals survived and managed to cope during and after the terrible events which happened.

Date of next meeting...

THURSDAY 23rd February 1:30 pm