

Haughton Thornley Medical Centres PPG Meeting - 23rd February 2017

Attendees:

Ingrid Brindle, Sue O'Connor, Dominic Sexton, Don Hunter, Cathy Dobson, Eric Bynon, Kath Mills, Josie Clegg, Catherine Collingwood, David Dickinson, Cath Shaw, Natalie Smale, John Smith, Wendy Povey.

1. Welcome and apologies for absence.

Apologies: Claire Woodall, Deborah Smith, Penny Noel, Dr Hannan, Harold Austin.

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

No matters arising.

3. Practice Matters:

The new proposed waiting times for repeat prescriptions to 3 days was discussed. The methodology is being investigated as this is a complicated procedure. One protocol is needed to cover this, therefore a maximum of three working days has been advised. This will save patients wasting journeys to the surgery and it not being ready. Not all prescriptions will take this long. There is more information about this on our Website.

The question of asking for a specific time slot for a telephone consultation for those in work was discussed. Dominic re-iterated that this IS possible and had always been available. Wendy also said that if you find it difficult to take calls at work you may request a note to be put on your records for a specific time to contact you (eg. Phone office after 5:00:pm)

Eric noted ordering online used to give information on status of prescriptions, i.e. requested - accepted - issued - refused and asked if it could be re-instated.
(Action: Ingrid will check & speak to EMIS as this is on their system)

Wendy has tried to close down the old Haughton Vale page on facebook, There are two sites which need closing, but to date facebook have not responded.

(Action: Wendy will keep chasing)

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Reception procedures are being looked into and the phones at Haughton Vale have been moved. Thornley house will also have theirs moved during refurbishment, and the reception area will be more patient friendly 'Meet and Greet'. There have also been some staff changes and new staff recruited, and re-training will be needed.

One of our Drs, has unfortunately had to resign from Thornley House due to family issues. This will mean more pressure on our Drs, but we are trying to recruit. This is quite difficult as it takes 10 years to train as a G.P. and also Locum Drs earn much more and have flexibility thus making it harder to find a new partner/full time G.P.. Other practices in the area are having the same difficulty.

It was said that people in wheelchairs could not speak to reception staff as they were too low down, but there is currently a low window to the side of the main glass panel, with a low shelf, for those with a disability.

Dementia Action Alliance Tameside will be looking at our reception areas and Cathy will be helping train new staff in Dementia awareness.

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

Cathy Dobson reported lots happening in Tameside to help make communities dementia friendly, and Ruth from 'Ambition for Aging' to set up groups, Cafés etc. Denton South can get funding to set these up and make area age friendly for over 50's. Marion Coleman from Dementia Awareness will come to future meeting to discuss further, and signpost PPG to becoming a member of the Alliance.

Drs doing more Social Prescribing and advising of healthy options (no drugs).

ESOL: OK

SELF CARE: OK

HEALTH PLEDGE: OK Dominic to go online and make his pledge.

I.T.: OK

M.S.K.: Cath reported new pathway is still ongoing.

FOODBANK: Eric reported donations have started to drop a little after a very successful Christmas period, but ongoing. Collected 32 full bags from Haughton Thornley and 41 from Haughton Vale.

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David would be happy to take on his special projects here as well as at Haughton Vale.

5. Any other business...

Ingrid was recently invited to the House of Lords, by the Richmond Group of Health Charities to speak on reports. Ingrid did a speech on Records Access.

Last but by no means least **OUR PPG HAVE WON AN AWARD FOR
“BEST PPG IN THE UK”**

It was suggested the money go towards ways to prevent strokes. Atrial Fibrillation is a major cause and very hard to trace. There is a new machine which works together with a phone App. which will give an ECG trace so Drs can diagnose this and give preventative treatment. These cost £80 each, and it was agreed that the money be put towards buying some for use in our Clinics. Ingrid will continue to work on this with Dr Jane Harvey from Dukinfield & Dr Joanna Bircher from Stalybridge
More information on **Atrial Fibrillation** can be found on the website.
Arrythmia Alliance
Atrial Fibrillation Association

Date of next meeting...

**THURSDAY 30th March 1:30 pm to 3.30pm
Thornley House**