

## Thornley House Patient Participation Group

### Minutes of meeting Thursday 15<sup>th</sup> January 2014

**Present:** Bill Burgoine {Vice Chair}, Dominic Sexton, Bill Goldthorp, Stephen Wilson, Don Hunter, Myrna Norgrove, Norma Ollerenshaw, Audrey Byle, Sue Edwards, Harry Newman, Muriel Nichols, Cath Shaw, Cath Collingwood, Dorothy Burgoine.

**Apologies:** Ingrid Brindle, Marilyn Gollom, Brian Pugh, Barbara Dresner, David Dickinson

- Welcome and apologies.

Bill welcomed everybody and in particular those attending for the first time.

- Previous Minutes and Matters arising.

The previous minutes were accepted as a true record.

An update was provided on the item regarding correspondence between Tameside Hospital and Patients attending or expecting to attend the Hospital for day clinic or other such appointments. Ingrid had received an e-mail from Nikki Leach (Director of Nursing and Quality) at T&G CCG (Tameside & Glossop Clinical Commissioning Group), stating that the matter was being taken up with the hospital at the next joint meeting on Thursday 8<sup>th</sup> January. This item was explained further by Don Hunter, who reported the original problem, for the benefit of new attendees. Several other members of the meeting gave personal examples of similar occurrences.

With regard to complaints directed at our own Surgery, Bill outlined the position of the PPG where it is expected that Patients wishing to register a complaint should use the procedure as described in the 'Patient Handbook' and only if they are not satisfied can the PPG consider any appropriate action to take.

Most of the members were unaware that such a handbook existed or should exist.

Ingrid will be requested to contact the Practice Manager regarding this handbook or at least some form of documented Complaints Procedure.

- Team reports:

- Communication and Liaison.

Bill reported on the progress towards the forming of the Tameside PPG Clusters and briefly described their functions. The next meeting is Thursday 22<sup>nd</sup> January

- Records Access.

Dominic informed the meeting that there is a continuing increase in the percentage of Patients registering for Record Access. It became apparent from the resulting discussion that we need to review our lines of communication as several members were unaware of the availability of training sessions which are available to demonstrate the use of RA.

- Health Pledge and Self Care Week.

A full description of this unique item was given to members and again it was noted that several members had not heard of it. Even Patients without Internet access can make a Health Pledge. Dominic was able to distribute flyers from the Reception desk to everybody present and show the 'Health Pledge – Post Box' that is situated in the main waiting area.

- IT.  
Dominic had nothing new to report on IT matters.
- Food Bank.  
Sue described the arrangements that had been in place over the Christmas holiday period. New members were given an outline of how the process worked at Thornley House, which acts as a collection point for food items. GPs and Practice Nursing staff are able to make recommendations for particular individuals or families to receive help from the distribution point which is at Central Methodist Church on Crook Street in Hyde. Sue informed the meeting of her plans to hand over her involvement in Food Bank to Julie as she would shortly be moving to Wakefield.
- Guest Speaker. Julie Saiby of New Charter Trust.  
Julie spoke to us about the New Charter and Practice Initiative for the over 75s. It was a very informative session with some excellent and touching examples of her work with the over 75s and the members had a number of questions. Some members expressed an interest in the 'Casserole Club' and Julie was able to give more details
- AOB.  
Don reported on the research he has done on the refurbishment of the chairs in the main Waiting room, the Health Promotion room and other areas of the building. He contacted the original supplier and has outlined a plan including costings which will be submitted to the Practice Manager.  
Bill read out a request from Tracy Turly at the CCG requesting any Patient who might be interested in joining the MSK Project Team. Cath Shaw expressed an interest and details will be sent to her.

**Next meeting date: .....Thursday 19<sup>th</sup> February 2015 at 13:30.**

**Please note this is the week **before** the one set at the meeting.**