

## Haughton Thornley PPG Meeting 28th January 2016

**Attendees:** Ingrid Brindle, Sue O'Connor, Dominic Sexton, Cathy Dobson, Eric Bynon, Bill Goldthorp, Rehana Begum (Hyde Community Action), Cath Shaw, Josie Clegg, Karl Ratcliffe, Barbara Dresner, Kath Mills, Sarah Watson, Dr Amir Hannan, Alex Stobart (Mydex), Gary Leeming (Greater Manchester Academic Health Science Network)

**Apologies:** Wendy Povey (Practice Manager), Jenny Chapman, Muriel Nichols, Claire Woodall

We were introduced to Manjit K Gill from the Gary Blair Foundation by skype from India. She informed us of the need for education on Menstruation. Manjit gave a very interesting talk about a subject most people feel embarrassed talking about. Girls need advice and education and Manjit wishes to pilot a scheme here in the UK to get the conversation 'out there'.

### 1. **Welcome and apologies for absence.**

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

### 3. **Practice Matters:**

- a) Ingrid brought a Certificate she had made and framed to present to Bill Burgoine in appreciation for all his work.
- b) Dr Hannan informed us the new phone system 'Babble Voice' will be installed soon.
- c) We are not looking well on NHS Surveys, our surgery only has three and a half stars. Most people only give a review when something is wrong, but do not leave a comment for a good service. Drs have approx. 1,200 appointments per week, but only have 30 comments/replies to the survey in 7 years. Gary emphasized and explained the importance of ratings in NHS decision making.

(action: All leave a rating and comment on NHS Choices)

Overview and CQC ratings can be found at the top of HTMC web page.

Alex spoke about the importance of working with people and understanding the significance of internet data.

(action: Ingrid to discuss this matter further at a future meeting)

#### 4. Haughton Vale Matters

a) Appointments for blood tests are too long a wait, should be 3 to 4 days, not weeks.

(action: Dr Hannan currently recruiting more staff, as Healthcare Assistant had left the Practice, and would inform patients for reasons in delays via message on website)

b) Eric commented on the reminders for 6 month checks for diabetic patients were not happening.

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

a) Workshops

Rehana and Shafia Begum did a successful course on English as 2<sup>nd</sup> Language, and promoted Medical Passports. Funding has been axed. Rehana outlined all the benefits which had been achieved from this course for patients.

(action: Shafia to volunteer with HTMC PPG and engage with us and Hyde Action Centre for English language help in getting access to Health care (ESAW). Dr Hannan to send letter to HCA to help with their funding applications. Ingrid to arrange a meeting with HCA at a later date)

b) Foodbank

Dorothy is unable continue in this role and has stepped down.

Eric explained the role and spoke of the many benefits our food donations have made, especially over the Christmas and New Year period.

(action: Barbara volunteered to take on the role.)

c) Self care

Haughton Green has been identified as an Obesity Hot Spot regarding children. There will be a meeting on 4<sup>th</sup> February at The Haughton Green Centre on Tatton Road.

Ingrid showed us how the 'Sugar App' worked.

(action: Ingrid to attend meeting and do a Health Pledge Introduction, making it a fun thing for children.)

#### 6. AGM

Next meeting we need to discuss matters for upcoming AGM.

#### 7. Any other business...

Last month's programme for Grafton House has been updated and will be put onto website

#### 8. Date of next meetings

**THURSDAY 17<sup>th</sup> MARCH 1:30 pm**  
**THURSDAY 14<sup>th</sup> APRIL 1:30 pm**