

Haughton Thornley Medical Centres

Patient Participation Group

Minutes of Meeting held on 25th January 2018, including AGM

Present: Ingrid Brindle, Don Hunter, Cathy Dobson, David Dickinson, Kath Mills, Dominic Sexton, Wendy Povey

Apologies: Eric Bynon, Peter Ball-Foster, Clare Woodall, Jenny Chapman, Dr Hannan, Kath Collingwood, Dr Gutteridge

Item		Action
AGM		
Chair's Report	Ingrid presented the Chair's Report.	
Treasurer's Report	Ingrid presented the Treasurer's Report. This was before the secretary was elected and so no note was made of the amount in our account, but I think it was over £1,000.	
Election of Officers	<p>Ingrid and Dominic remain as Chair and Vice Chair.</p> <p>Cathy elected as secretary, given a sheet of paper and told to get on with it.</p> <p>The Group requires a Committee whose duty it is to vote on issues where there is a dispute. Don, David and Kath (all present) and Eric (apologies) were voted on to the committee.</p>	
NORMAL MEETING		
1.	<p>It was noted that this was a poor turnout for the PPG. One possible reason is that people were unaware of the date, which had been changed. Suggestion from Kath that a text message should be sent prior to the meeting to inform and remind members of the date.</p> <p>Cathy to do this. Everyone who wants to receive such a message to provide Cathy with their mobile phone number (Cathy's number is 07974 262412).</p>	Cathy / All
2.	<p>Ingrid has been trying to contact Tim East and finally learned that he is no longer the contact there.</p> <p>There is an alternative portal (method of accessing records) available provided by Evergreen Life which we can try.</p> <p>You need to register on the website https://evergreen-life.co.uk and use a PIN provided by the practice.</p>	All
3.	<p>Feedback from Teams – Dementia</p> <p>Cathy spoke about the launch of the Herbert Protocol in Tameside, which</p>	

aims to trace people with dementia quickly if they are missing. Watch YouTube video at <https://www.youtube.com/watch?v=0YOWrSsnt2o>

4. **Feedback from Teams – Health Pledge**
Dominic reported that a social media drive to spread the word about Health Pledges had been successful, with one new health pledge being made. This is one more than would have been made without Dominic's activity.
It was noted that people might not make a pledge, but might still change their behaviour for the good of their health following a campaign like this.
5. **Feedback from Teams – Food Bank**
Eric had reported to Ingrid that there had been some extra donations at Christmas, but not as many as last year.
6. **Feedback from Teams – Self Care Week**
Ingrid talked about the success of the Self Care Week stall in Hyde during which Carol spoke to 250 people about bowel cancer, over 400 Medication Passports were given out, and the Food Smart app was demonstrated to anyone who was interested. Loads of other information was given out and there were other activities as well.
7. **Kath wanted to raise awareness of the help available to people from Social Services.** Support can be offered to help families struggling with caring for children.
There was some discussion about the merging in Tameside of Health and Social Care.
8. **School where Two Trees used to be.** David is working hard to try and establish a new school for 1-16's on the Two Trees site in Denton.
9. **David is involved in the Greater Manchester Health and Social Care Digital Collaboration Board and has co-authored a report (with Dr Hannan) about Responsible Information Sharing.**
Key message from him is that money should be spent on helping people to look after themselves rather than simply looking after them.
This led to a discussion about the possible use of self triage by patients using a tool such as the one provided by WigglyAmps. The advantage of this is that the patient is forced to think clearly about their condition and symptoms. The disadvantage is that it would be time-consuming for clinicians to read the full report before seeing the patient.
The meeting agreed that there would be some merit in this being used by patients for patients.
10. **Pickleball!** David has acquired funding (£960) from Ambition for Ageing to start up Pickleball in Tameside, having become hooked on the sport during a visit to the USA. This sounds like great fun and all at the meeting were disappointed not to be able to take part in a session there and then. More information at <https://www.facebook.com/search/top/?q=PickleBall%20tameside>

11. Practice Matters – some members of the group reported that they have found incorrect information in their online records. Often this is from the conversion of paper to electronic records.
Wendy recommended reporting any issues via secure email.
12. Practice Matters – repeat medication.
Some patients have had changes made to their medication which they didn't know about until they collected their new prescription. This will no longer happen – all patients whose medication is changed following a review will be informed of the change before their next prescription is due.
12. Practice Matters – WiFi now works.
13. Practice Matters - Streamlined staff!
The non-clinical staff are now working flexibly between the two sites to ensure that admin is completed more efficiently; records are updated faster with hospital letters, prescriptions are dealt with more quickly. Patients should not notice any difference in the surgeries as receptions will still be covered at all times, and telephones answered.
14. CQC.
Really, this item should have been right at the top of the meeting, but let's see how many people have read this far.
Haughton Thornley now has a CQC rating of Outstanding.
This reflects the excellence of the practice, the PPG, and the communication between the two.
15. Peter Morgan, lead nurse for infection prevention in Tameside brought a poster for comments from the group.
This is part of a campaign to reduce urinary infections due to the spread of e. Coli from the bowel to the bladder. The campaign is focusing on 3 H's; Hands, Hydration and personal Hygiene. The poster for discussion was about Hydration and the group made a great many, hopefully useful, comments.

Date of next meeting March 1st 1.30 to 3.30 at Thornley House in the Health Promotion Room.