

## Haughton Thornley Medical Centres

### Patient Participation Group

Minutes of Meeting held on 21<sup>st</sup> January 2020

in the Health Promotion room at Thornley House Medical Centre

**Present:** Cathy Dobson (Secretary), Dominic Sexton, Eric Bynon, Kate Bradley, Don Hunter, Jen Mellor, Amir Hannan, Lisa Gutteridge, Harry Newman, Deb Smith, Mary Goodliffe, Olive Harper, Yvonne Bennett, Naomi Jiagbogu

**Apologies:** Ingrid Brindle, Cath Shaw, Roger Paul, Kath Mills, Christine Greenough

1. Dominic opened the meeting and explained that he was in the chair as Ingrid was unable to attend.
2. The minutes of the last meeting were accepted.
3. Matters arising.
  - a. Car Park – you get 15 minutes before you have to either register at reception or pay the fine. This means that you have time to drive in and out if you can't find a space. Some patients are being charged because they are not seeing the signs. If you record your registration incorrectly on the screen at reception you have the chance to correct it at the time.
  - b. On the subject of ensuring that facilities at the practice are available for patients to use there is a proposal to put a lock on the door of the toilet off reception. The meeting thought that this would be a good idea.
4. Practice Matters.
  - a. The practice is on the point of sending a text to invite patients to become involved as volunteers. The text will be sent by the Community Wellbeing Team – it has already been sent to patients of other practices where there has been a good response with, for example, the setting up of art groups, walking groups, coffee mornings etc. It's hoped that volunteers will be drawn from various groups such as young people looking for work experience, older retired people, etc. Can we think of how we as a PPG can get people involved?

The aim is to address the needs of people that do not need medical intervention, such as lack of family support, loneliness, etc.

One suggestion from the PPG is cookery courses.

UPDATE: the text has been sent – 'Haughton Thornley Medical Centres recognise the power local people have in helping others improve their health and wellbeing. Do you have any ideas on how we can work together on new initiatives for the benefit of patients? We will be holding a design workshop and would love you to attend to hear your thoughts as a member of your local community. To find out more about becoming involved please email [pcca@tgh.nhs.uk](mailto:pcca@tgh.nhs.uk) or ring 07771 947089.'

- b. Tai Chi. Jen has been going to Marilyn's classes since the taster session at Thornley House. Dominic is still working on getting classes started in the practice.
- c. There are two new staff members at Haughton Vale. Some staff on reception have demonstrated strengths in other areas and have moved into new roles which means their posts have to be filled by new staff.
- d. The way the Hyde Neighbourhood (eight practices) are organised to work together is unique in this area, and has led to reductions in referral rates, A&E attendance, etc. Here we have a project manager and two community matrons working with care home residents and on non-medical issues in people's own homes. They can help with things like DNRs (do not resuscitate), advance care plans, referrals to the fire service, falls prevention, continence services, for example.
- e. Multi disciplinary team meetings are ongoing.
- f. The Memory Cafe at Asda on the last Tuesday of every month continues to be a success. Anyone can drop in and regular attendees include a solicitor, dementia support worker and GP. While on the subject the POP cafe is also a great resource.
- g. **Debs is arranging Dementia Friends sessions for staff – Cathy to send dates when she is available (ACTION).**
- h. Dr Gutteridge thanked the PPG for it's enthusiasm and Dominic thanked the GPs likewise.

#### 5. Questions for the practice

- a. Is there anyone who can provide IT support, specifically re access to records? The library doesn't have the resources to do this. It was suggested that this is something one of the new volunteers might do. Dr Hannan helps patients get access to records as much as possible but is also busy being a doctor.
- b. Getting in touch with the practice – there are lots of ways and we are all encouraged to use email, emis messages, online appointment booking, etc, so that the phones are kept free for people who are unable to use other methods.

#### 6. Engage Consult.

Dr H gave the meeting a demonstration of Engage Consult, stressing the problems with current methods of contacting the practice that it will help to solve, and pointing out how many patients have already successfully used it.

Patients need to create their own account first and can then enter details of their problem, answering questions but able to drop out at any time and submit the questionnaire even if it's incomplete. However, the more questions you answer, the more information the doctor has and the more likely you are to get a successful outcome.

Engage Consult can be used when the surgery is closed, and you'll be contacted within two working days

Dr H considers that this is the best way to contact the surgery.

7. Ideas for meetings for the coming year. The meeting thought that we could start to think about the volunteering opportunities and how we can tie in with that. We could make soup! Also maybe have speakers – Kate can do soup (and other things) and also talk about nutrition and weight loss.

Evening sessions were suggested, maybe when the nights are lighter.

Talks by patients about their own experiences was another suggestion.

Also workshops such as 'know your blood pressure'.

More suggestions are welcome!

8. Any Other Business.

Local schools now require a GP note for pupils off school for even one day of absence. This is not a good use of GPs' time, especially as patients are encouraged to see a pharmacist rather than a GP for minor illnesses. Dr H is already aware of this and will follow it up further.

9. Next meeting and AGM will be 17<sup>th</sup> March.