

## Haughton Thornley Medical Centres

### Patient Participation Group

#### Minutes of Meeting held on 17<sup>th</sup> July, 2018

##### In the Health Promotion room at Thornley House Medical Centre

**Present:** Dominic Sexton (Chair), Cathy Dobson (Secretary), Olive Harper, Harry Newman, Don Hunter, Kath Mills, Yvonne Bennett, Moya Berry, Glenys Mottram, David Dickinson, Deborah Smith

**Apologies:** Ingrid Brindle, Cath Shaw, Roger Paul, Dr Gutteridge, Phil Barker, Eric Bynon, Wendy Gough, Alan Mills, Cath Collingwood

1. Debs asked for the minutes to be corrected. She is not, as stated in point 2, interviewing for a new deputy practice manager. She is interviewing for a receptionist.
2. Matters arising
  - a. Debs hopes that the receptionists will be able to join some of the PPG meetings so that we can all get to know each other.
  - b. She has also received a request from another practice for their practice manager to come along to one of our meeting to see how we do it. They will be welcome!
  - c. Dominic has noticed that there is no notice in the waiting room to say that WiFi is available. Connecting to it is simply a matter of finding the WiFi in the list on your phone/tablet and signing in. The password is changed regularly.
3. Practice Matters
  - a. One person has had an issue with getting a prescription where the item has not been issued recently. If an item is not requested within a certain length of time (not sure if it's 12 or 18 months) then it is removed from the patient's list. In this case there should have been a query to the GP. You can ask for an alert to be put on for some medications where this is likely to happen.
  - b. We still have a pharmacist but this is being reviewed.
  - c. Someone had a problem with a prescription being sent to the wrong pharmacy. In the latest version of Patient Access it is possible to select your preferred pharmacy.
  - d. Some people are still having problems accessing their records. They want to use it but can't set it up. Others have had problems getting locked out of their records. Some are using EverGreen Life but not all like it. Debs told us that one receptionist would be taking on the role of patient support and helping people to access their records, having drop in sessions where help is on hand. This will happen soon and Debs took the names of some people who want to be informed of when it will be.
  - e. There was a question about whether a relative can speak on behalf of a patient e.g. if a patient cannot hear to use the phone and needs help with a telephone consultation. Advice is to get a note put on your record, or register the other person as your carer.
  - f. Someone reported problems recently at Haughton Vale where there was a queue for the reception desk and only one person available as others were dealing with

phone calls. This was a one-off and should not happen as all telephone calls and admin should be dealt with at Thornley House while Haughton Vale staff are there to deal with people face to face and internal phone calls only.

- g. One person asked about the position of someone who went for a stress test (required to regain their driving license) and was put off by the description of the procedure so did not take the test, but then decided they wanted to do it. They are now being asked to pay for the test. As this is a private service, not required as part of the person's health care or treatment, it will not be funded by the NHS.
- h. The practice is working towards collaborative partnership working, getting involved in social initiatives and using volunteers to make the practice part of the locality. There is funding for six practices in Hyde and we are waiting to hear if we have been included. If it doesn't happen this time it will happen soon.
- i. Question about where to get advice if you don't want to take up a GP's time. It was agreed that sometimes the GP's time should be taken – that's what they are there for! But pharmacists are also a good source of advice and information.

#### 4. PPG Issues

- a. David will be leaving us as he is moving house. This was his last PPG meeting at Haughton Thornley. We will miss him, but wish him well.
  - b. One person asked how they can find out the date of the next PPG meeting. The date on the website shows the last meeting. It was agreed that Cathy will send out a text message to all on her list when the next meeting date is confirmed. This is as well as the texts a week before and a day before the meeting. If anyone wants to receive these texts please contact Cathy (secretary) on 07974 262412.
  - c. Food Bank – Eric has reported that this is continuing and donations are always needed.
  - d. Things are quiet on the Health Pledge front.
  - e. The Ditch the Sugar event receive mixed reviews with some saying that it was very useful and others concerned that it is too extreme and can lead to people making the wrong dietary choices and cutting too much carbohydrate out of their diets. General advice is to cut out added sugars, such as sugar in drinks and cakes, eat a balanced diet, use the Be Well Tameside service or request a referral to a community dietician.
5. Time to Talk. Six people came along to the latest meeting at Thornley House (same day as the PPG meeting). This was the third session and seems to be going well. Dr Hannan has pointed some people to the sessions, and there is a poster in the waiting room.
6. Finally . . . Ingrid was missed but Dominic had been a more than adequate understudy!
7. Next Haughton Thornley PPG meeting will be September 11<sup>th</sup> in the Health Promotion Room at Thornley House Medical Centre at 1.30.

Please send comments, suggestions or apologies to [htmcppg@gmail.com](mailto:htmcppg@gmail.com) and thank you for being involved in the Haughton Thornley PPG.