

Haughton Thornley Medical Centres

Patient Participation Group

Minutes of Meeting held on 2nd July, 2019

In the Health Promotion room at Thornley House Medical Centre

Present: Dominic Sexton (Vice Chair), Cathy Dobson (Secretary), Olive Harper, Mary Goodliffe, Jen Mellor, Don Hunter, Dr Hannan

Apologies: Ingrid Brindle, Cath Shaw, Kath Mills, Dr Gutteridge, Deb Smith, Eric Bynon, Roger Paul, Phil Barker, Yvonne Bennett, Harry Newman

1. The agenda was disregarded and so the minutes are written in the order that topics were introduced. **ACTION: Chair to keep to agenda in future**
2. Dominic gave an update on what's happening with Ingrid at the moment. The group expressed concern and sympathy.
3. Don had sent apologies to the last meeting via the practice reception. The message had not been conveyed to the PPG. Dr Hannan suggested that an in tray be designated for the PPG at reception. **ACTION: tray to be requested.** This was done after the meeting.
4. Engage Consult. Dr Hannan talked about Engage Consult and encouraged members of the PPG to try it. Very few people are using it, but there are advantages to patients such as the medical history is completed before a telephone or face to face meeting therefore time is saved in the consultation.

Engage Consult submissions are currently all picked up and acted on by Dr Hannan.

An issue for patients is that they don't know who will be seeing their submission and how many people might see it. However, all staff have to abide by rules of confidentiality, which includes only viewing information that they need to view to do their jobs.

An option which has not yet been switched on allows replies to be sent to the patient and video conferencing to be used.

Using this can save time that might otherwise be spent waiting for the phone to be answered. Some PPG members are not interested in using this technology, but if others use it then time on hold when phoning will be reduced for those who cannot go online.

Signing up for records access and using Engage Consult frees up time for staff as well which is necessary at the moment as so many people are leaving the NHS and not being replaced.

Dr Hannan did a demonstration of Engage Consult.

5. Cathy and Dr Hannan gave a brief overview of a conference they'd attended in London on the subject of Digital Leadership in the NHS. It was striking that nobody else there was able to access their records and also that there is a great deal of emphasis on developments in, for example, artificial intelligence in diagnosis, but very little work being done on patient recording and access. In hospital wards much of the recording is still on paper.
6. Dominic had noticed that his medical record had been shared with a hospital even though he had not had an appointment. This was due to a search of records for patients matching certain criteria, and has been reported to the Data Protection Officer. This shows the importance of patients monitoring their own records.
7. Dr Gutteridge had sent an email to the PPG as she couldn't attend the meeting. She reported on a successful dementia meeting at Asda last week. Asda were very helpful and future meetings will be held on the last Tuesday of each month from 2 till 4 in the café. Clare, the dementia support worker from the Alzheimers society, will be employed to support Hyde specifically one day a week. Dr G reports that 'she is fab'! It looks as though there will be funding from the CCG for Ingrid's AF project. Jean Eades is back working at the practice (also fab). Shahina the pharmacist is working 32 hours per week at the practice and is seeing patients with a range of health issues, as well as supporting prescribing. There are still plans to bring the various Hyde practices together into one health and wellbeing centre, possibly in the old library building.
8. One patient asked if he can have access to his wife's record. The answer is yes as long as she gives her permission. This can be done via Patient Access but not yet in Evergreen Life, and means that you log in once and then choose the record you want to see. This facility is currently being used in care homes so that staff can request repeat prescriptions on behalf of their residents. Dr H demonstrated the app which can be used to access records of people in other practices, as long as they use emis.
9. Food bank. Eric reports that the amounts being donated are dwindling. Mary offered to collect from Thornley House if required.
10. How can we encourage more attendance at PPG meetings. It seems that people who come once will often continue to come, but how do we get them here in the first place? Some people joined because of a single event or issue, such as getting the pharmacy or being persuaded to come along by Ingrid! Various events are being planned and we might be able to get people to come along through these – see next items.
11. Facebook discussion. This has been done before and was apparently lively. We will set aside an hour for Facebook discussion with anyone who wants to interact with us. This needs to be planned and publicised. **ACTION – Cathy to start thinking about how to do this.** The practice does use Facebook sometimes to send out information but is not geared up to reply if anyone responds. We should think about how we could or should deal with posts directed to the practice.
12. Volunteering and social prescribing. This will make the practice livelier and might get people coming for things other than appointments with medical staff. For example we could

arrange tai chi classes in the health promotion room. **ACTION – Dominic to see if he can get us a teacher to kick off some sessions.** This was a very well received idea. GPS are able to refer people for exercise and will encourage people to contact Active Tameside or Be Well Tameside.

13. Car park next to pharmacy is full of rubbish, possibly because of the access there to the upstairs rooms where drug and alcohol meetings take place. **ACTION – Dr H will raise this with Deb to see if it can be cleaned up.**
14. Date of next meeting is Tuesday 3rd September. This is not the date that was put forward in the meeting but the room is not available on our preferred date.

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