

## *Minutes of the meeting held at Thornley House 26<sup>th</sup> June 2008*

### Present:

Don Hunter (Chairman)

Bill Burgoine

Dorothy Burgoine

Dr Lisa Gutteridge

Moira Hulme

Patrick Jordan

Margaret Rickson

### Apologies:

Yvonne Bennett

Yvonne Stone

### 1) Minutes of last Meeting

- a) The minutes of the last meeting were agreed having been made available to all patients via the PPG notice board in the Waiting Room, by e-mail or via the Practice web-site.

### 2) IT Update

- a) Members were able to see the changes made to the Practice web-site and a discussion took place regarding several matters concerning the PPG page.
  - i) Browsers of this page (preferably Patients) are invited to submit messages which might be queries or suggestions or any other relevant items for the PPG to consider. It was felt that a clear indication should be made that no personal medical information should be included in these messages. In addition a Practice member should receive these messages first and filter out any which were unsuitable.
  - ii) The PPG page would contain the agendas, minutes and dates of all planned meetings.
  - iii) It was hoped that more Patient-relevant links could be added such as Age Concern or the Citizens Advice Bureau.
  - iv) Naturally any PPG promoted events like the Men's Health Day would also be publicised here.
  - v) It was suggested that the Tameside Safety Unit, which had a 'roadshow/ presentation' promoting awareness for Older People on handling doorstep callers, could be arranged.

### 3) The Pharmacy

Mr Jordan was able to inform the meeting that plans for the opening of the Pharmacy were progressing very well and several Shopfitting and other allied trade companies had been to view the premises in order to submit plans to the prospective

new owner. One such plan had been supplied to the Practice and the members of the PPG were able to view this particular submission.

To-morrow (27<sup>th</sup> June) should be the day when Mr Uddin the prospective new owner should receive the final go-ahead from the PCT. It was hoped therefore that assuming everything was positive that the Pharmacy could be operational by the end of September.

The members were encouraged that it looked like it would finally happen.

It was decided that the notice in the Pharmacy window stating the reasons why we weren't going to get one should be taken down and replaced with a notice saying New Pharmacy opening here soon.

#### 4) Men's Health Forum

- a) It was decided to change the way this event was to be publicised.
  - i) Instead of issuing letters to all male Patients over 60 inviting them to the session, we would print more A5 flyers as before and distribute them at the 'Flu Clinic sessions that were to happen just before this event.
  - ii) The first 'Flu Clinic scheduled for this year is to be on the 4<sup>th</sup> October.

#### 5) Complaints Policy

Mr Jordan was able to distribute copies of the Practice Booklet which contained the basic Complaints Process for Patients.

#### 6) Any other business

- a) Mr Jordan was able to confirm that someone able to deal with administrative questions ought to be able to attend all PPG Meetings.
- b) The meeting was informed that the Haughton Vale PPG Group had folded. The members of the Thornley House group would welcome any Patient from Haughton Vale to our meetings and we would endeavour to deal with any items specific to the HV surgery.
- c) The chairman pointed out that there were some serious leaks in the guttering on the building. Mr Jordan stated that the landlords had been informed of this problem on several occasions, but they were reluctant to change what was actually a design fault i.e. there aren't enough downspouts.
- d) Dr Gutteridge suggested that the members might like to consider the annual appointment of the PPG Chairman.
- e) Dr Gutteridge informed the meeting that a 'doctor in training' was now working in the Practice and was able to share in the day to day surgeries being fully qualified and under her supervision.

**The next meeting is to be held on  
Thursday 25<sup>th</sup> September, 17:45 at Thornley House.**

