

**Minutes of the Meeting held at Thornley House
30 March 2009**

Present:

Don Hunter (Chairman)
Margaret Rickson
Alan Yates
Yvonne Bennett
Delia Hulme
Dorothy Simpson
Patrick Jordan
Dr L Gutteridge
Dr Amir Hannan
Muhammad Abdulmalik Ali (Hyde Pharmacy)
Joynal Miah (Tameside & Glossop PCT)

Apologies:

Dorothy Burgoine
Bill Burgoine
Sheila Caldecott

1. Welcome & Apologies

The Chairman welcomed everyone to the PPG meeting including two new patients and two visitors

2. Minutes of last Meeting

The minutes of the last meeting were agreed having been made available to all Patients and staff via the PPG notice board in the Waiting Room, or the Practice web-site.

3. The Pharmacy

Malik wished to thank the Practice, PPG and Patients for the support they have shown him in his new venture. He already has a Pharmacy in Urmston and wishes to give the same support to his new Pharmacy. Malik will be in attendance on Mondays, Tuesdays, Thursdays and Fridays and has invited all patients to contact him at any time with any problems or suggestions that may arise. He sees all patients and doctors as part of his family and wishes to give all the very best service.

It was pointed out by patients that many do not know that the Pharmacy is open. Malik has applied for planning permission for an illuminated sign and is awaiting their approval. It is perceived that there will be no problems with the approval. Leaflets had been printed but unfortunately a mistake had been made by the printers on the times.

Malik is waiting delivery of the new leaflets. The surgery needs to be open for 100 hours per week to fulfil the criteria. It was also pointed out to Malik that although the address and phone number were on NHS Choices website there are no opening hours listed. Malik has promised to look into this.

Malik also has a consulting room in the Pharmacy for privacy of patients. He is able to carry out medication reviews. He also speaks Bengali and is therefore able to explain how to take medication to Bengali patients. Both Dr Gutteridge and Dr Hannan acknowledge that this is very beneficial to both doctors and patients. He is offering many other services as well which are detailed in the leaflet.

Malik intends to have full internet access available at the Pharmacy but due to technical difficulties with the land line this has not yet been possible. BT is treating this as a matter of urgency. If this is not rectified within a couple of days Malik will access the internet via a mobile which will then allow him access to current information from the web. This will be of great benefit to those patients with Records Access who may wish to share medication information especially if consulting the Pharmacist when the Practice is closed.

Malik is very proactive and is always aware of recent updates as to drug changes and shortages. He is able to keep the doctors informed and to make sure he has supplies. This has proved to be helpful to the doctors.

The PPG offered to contact the Advertiser and the reporter on Malik's behalf in the hope of gaining some press coverage about the Pharmacy.

Action: Don Hunter/Malik

4. Emis Access – Beta Version

Dr Hannan highlighted problems with the new Beta version. He has instructed Emis to return to the original version as a default system until the problems have been rectified. He has also reported the matter to the Local Care Records Development Board.

5. IT update

Riverside Nursing Home has become the first nursing home to order all clients' prescriptions online. They have found this service to be invaluable and time saving.

Dr Hannan advised all that the Practice website carries up-to-date information on 'Swine Flu' which is constantly being updated several times a day as Department of Health information changes. It also supplies links for people to fill in a 'symptom checker' which then gives advice on what to do next. He assured everyone there was no need for individuals to rush to buy face mask although naturally the Practice were prepared as standard procedure. As yet there are no reported cases in Tameside and Glossop.

6. Any other business

Joynal Miah from Tameside and Glossop PCT has offered his support to the PPG. He would like to see what each PPG is doing and see how they can help each other. He will give a report to the PPG when he has seen all. He has suggested a meeting with a representative of each of the 13 PPGs to exchange ideas. He has also offered the possibility of a grant for any community based health project. He then asked the PPG several questions to help with his project and then thanked all for their help.

On 15 May 2009 there will be a Health Festival at Asda store in Hyde and anyone may have a health related stall. Yvonne has applied for a stall and this has been granted. It is intended that the stall will show the achievements of the PPG so far. There will also be information on the website, the practice and the proposed Library Course along with different leaflets. The festival will take place between 9am – 3pm. Any volunteers to help man the stall will be appreciated. Margaret Rickson and Alan Yates have agreed to help if circumstances permit.

Action: Yvonne Bennett

It was suggested that Tameside Radio may advertise the Library Course as part of their Community adverts. A special form was given to Don who promised to contact them and also a community based newspaper.

Action: Don Hunter

Don Hunter expressed his intention to retire as Chairman of the PPG at the end of the year due to personal commitments. Any one wishing to take on this challenging but satisfying role should make a written application to the PPG

**The next meeting is to be held on
Thursday 25th June, 14:00 at Haughton Green**