

Haughton Thornley PPG Meeting 17th March 2016

Minutes

Attendees: Ingrid Brindle, Sue O'Connor, Dominic Sexton, Cathy Dobson, Eric Bynon, Bill Goldthorp, Barbara Dresner, Muriel Nichols, Barbara Camm, Margaret Downs, Jaqueline Crowther (Project Manager East Cheshire Hospice).

Apologies: Wendy Povey (Practice Manager), H.T. Staff, Jenny Chapman. Claire Woodall, Kathleen Mills, Josie Clegg.

1. Welcome and apologies for absence.

Ingrid apologised for the mix up with the meeting room. Wendy had booked the room for today for a Major Staff Training Day, and apologised for none of the staff being able to attend today's PPG.

2. Approval of minutes of last meeting and matters arising.

No matters arising.

3. Practice Matters.

Dominic explained the new telephone system named 'Babble Voice' which will be going live from 1st April on both sites.

He gave a demonstration to show the options menu available when a call is made. Unlike the old system calls will not be answered from hold randomly. Each call will be placed in a queue for up to an hour maximum (not cut off like the old system after 10 mins.) It will also tell you what place you are in the queue. Both sites may answer incoming calls, so this should also lessen waiting times if one site is busy.

4. Haughton Vale Matters.

Barbara Camm and Margaret felt that things were becoming 'too impersonal', and there was a distance between Drs. and Patients.

Barbara Camm was not happy with confidentiality issues, as in having to explain symptoms to receptionists.

Ingrid explained that this issue had been talked through at previous PPG meetings when Drs. were present and it was stated that, although it is best if you can provide the receptionist with details of the issue, not giving details to the receptionist will not stop a patient getting an appointment. Barbara Camm stated that in her case she still got an appointment without disclosing the details.

5. Reports of progress from team leaders on special projects.

All going well, no problems to report.

6. AGM

Next meeting will incorporate our 1st Annual General Meeting.

Dominic will lead the way on the legal aspects of the changes we need to make. One being the name change to include Haughton Vale, as we are now meeting as one group, and a few other slight changes to the wording of the Constitution. We also need to appoint Committee Members and Officers.

7. Any other business...

Dr Jaqueline Crowther, Project Manager at East Cheshire Hospice, spoke about developing support for the carers of people with dementia. There has been an eight week programme 3 times a year running at the East Cheshire Hospice in Macclesfield.

We now have Admiral Nurses in Tameside General Hospital.

We are trying to make hospitals more 'Dementia Friendly'.

At present bathrooms are all in white and for people with problems it is difficult to distinguish the toilet from the sink. Something as simple as a coloured toilet seat would prevent quite a few little accidents!

A similar problem is white food on a white plate. A meal of white fish, with mashed potatoes and cauliflower would look like an empty plate. Some patients would just eat peas if served with fish and potatoes, as these were the only food they could see on the plate.

Power of Attorney and Will making was also discussed, and it was pointed out that a Power of Attorney for Finance did not cover Health matters, and a separate document was needed.

(Action: Cathy will do some workshops and factoids on Dementia)

Dates of next meeting...

AGM - THURSDAY 14th April 1:30 pm