

## Haughton Thornley Medical Centres

### Patient Participation Group

#### Minutes of Meeting held on 20<sup>th</sup> March, 2018

**Present:** Ingrid Brindle (Chair), Cathy Dobson (Secretary), Eric Bynon, Kath Mills, Yvonne Bennett, Catherine Collingwood, Natalie Smale, Glenys Mottram, Don Hunter, David Dickinson, Barbara Dresner, Dr Hannan, Dominic Sexton, Wendy Povey, Dr Gutteridge, Harry Newman

**Apologies:** Deb Smith, Cath Shaw, Clare Woodall

1. There were no amendments required to the minutes and no matters arising.
2. Committee. According to our constitution we must have a committee of up to twelve people who will participate in votes if required. The following people present at the meeting joined the committee:
  - Glenys
  - Natalie
  - Cath C
  - Yvonne

In addition to those who joined at the last meeting:

- Don
  - David
  - Kath
  - Eric
3. PPG funds currently stand at approx. £1,200.
  4. A question was asked about the 'virtual group'. This is currently several people who receive information from the PPG but do not attend meetings.
  5. Glenys Mottram talked about the Time to Talk group, which is part of the Time to Change initiative, working on the premise that conversations change lives, particularly conversations about mental health issues, designed to provide support and reduce the stigma of mental illness.

This group has been set up in Gee Cross and has three leaders who have completed, or are undertaking, training in various aspects of mental health.

The group is for those with poor mental health and also for those who are at risk of developing poor mental health, such as people who are lonely, isolated, or in need of support or advice because of life events.

It meets at Holy Trinity Church Hall on Mondays from 2 till 3.30, is not religious, is free to attend and offers free refreshments and activities as well as a separate quiet room for those who want to have a confidential chat.

The organisers are hoping to start a walking group and make good use of Werneth Low.

The group has grant funding for 12 months after an initial 6 week pilot.

From April there will be additional meetings on the 1<sup>st</sup> Tuesday of every month at the Gee Cross Community Centre and they hope to be able to set up a further monthly group at Thornley House; Ingrid and Glenys will investigate room availability.

Eric will provide Glenys with information about a similar group that meets at Haughton Green on Monday mornings.

This is an initiative that has been used elsewhere and has successfully diverted patients away from the GP surgery to self help.

Glenys is keen to make links with other groups and to have information to signpost people to other sources of support.

6. Evergreen. This is an alternative way of accessing patient records. Some people have tried it and found it difficult or impossible to register. Patients who want to try it need to download the app and get access codes from the practice.
7. While talking about online access, Dr Gutteridge mentioned that all partners are now offering a limited number of appointments that can be booked online.
8. Restructure. Ingrid thanked the practice for allowing the PPG to be involved in appointing Wendy's replacement. Wendy will be leaving at the end of April to become a Practice Director in Stockport.

Wendy's job has been split into two; Deb will take over the operational part of the job and there will be a new business manager for finance/strategy. There have been no suitable applicants so far.

There could be more changes as the practice looks at partnering with other practices to share resources and skills with a view to ensuring that all patients in the local area have access to the same services.

9. Altogether Better is about enabling people to take more responsibility for their own health and wellbeing.  
There was a lively discussion about the merits of 'social prescribing' which allows health professionals to prescribe activities that are generally available without prescription. These activities can include anything that might improve a person's physical or mental health and wellbeing.  
Elemental is a software solution for social prescribing that enables automated selection of services that should benefit individual patients. This can run alongside monitoring of which services have the best uptake and outcomes.
10. Some questions asked in the meeting:
  - a. When viewing records online what does 'entered externally' mean?  
This refers to hospital letters added electronically, not manually in the practice.
  - b. Why are patients asked 'would you recommend this practice'?  
All GP practices must do this, even if it appears that there is no capacity for more patients to be taken on

- c. If I telephone at 8 am why am I not first in the queue?  
Others call first thing as well! If it's not urgent it's better to call later in the day.
  - d. If a carer is unable to care, due to their own illness or incapacity, what happens?  
If the practice knows about the situation they will be able to alert the Intermediate and Urgent Care Team who can offer out of hours support.  
Out of hours health support is available via 111 and GoToDoc.  
However, the practice doesn't always know what's going on e.g. if a person has been admitted to hospital.  
Some people shared their experiences of using access to records while in hospital – it's useful to take your smart phone with you, or print out the relevant bits of the record to take to an outpatients appointment.
  - e. Is there a prostate cancer test available?  
Yes (PSA) but it is not sensitive or specific enough to be used for screening. The test will be offered if the GP thinks it will be of benefit, and after the patient has been fully informed about it.
11. ESOL. Funding is hard to find and so Ingrid has been speaking with Shafia about the possibility of adding health information to other courses.  
Hyde Community Action, now Diversity, and the PPG will be running sessions to help people to access their records on alternate Fridays from 4pm to 5pm starting on April 27<sup>th</sup>.  
Volunteers are desperately needed.  
Bookings will be made via Diversity, and they will check to find out whether those making the booking already have their passwords, and will direct them to the surgery if they don't.  
Kath will see if something similar can be done for patients in the Houghton Green area.
  12. David is involved in various conferences and boards in relation to his interest in Asset Based Community Development, which focuses on the community and its resources building resilience and sustainability. There wasn't much time to learn more about this at this meeting.
  13. Food bank (Eric) is still collecting.
  14. Sandwich Angels make food parcels for homeless people. They do not accept money but do welcome donations of food which can be left in their collecting bin near the entrance to Morrisons in Hyde. They can also use Morrisons vouchers which can be purchased and left with customer services in Morrisons.
  15. PPG – Neighbourhood group. Meets approximately every five weeks. Ingrid usually attends and all are welcome. They are currently developing patient groups at Clarendon and Donneybrook.  
Next meeting is April 10<sup>th</sup> at 2.15. Let Ingrid know if you'd like to attend.
  16. Next Houghton Thornley PPG meeting will be April 24<sup>th</sup> and then May 29<sup>th</sup>.

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