

## Minutes of Haughton Thornley Patient Participation Group

Thursday 11<sup>th</sup> May 2017

Ingrid welcomed the group who were

Cathy Lewis Dobson, Kath Mills, Don Hunter , Barbara McIntyre, Cath Collingwood, Dominic Sexton, Eric Bynon, Maurice Jones , Ann Jones and Deb Smith ( Deputy Practice Manager)

Apologies were received from Wendy Povey (Practice Manager) , Dr Hannan, Jacqui Gladwin, Jenny Chapman, Sue O'Connor, Claire Woodall and Gerald England.

1. The minutes of the last meeting were not available. As the previous meeting was mostly given over to the discussion on records access online with Tim East from EMIS, we felt we covered any outstanding issues.

2. We were disappointed not to have had any feedback from Tim East especially as he had promised to send us his understanding of the issues and get in touch with a progress report  
**Action Ingrid to contact him for a progress report**

3. Practice matters.....We asked Deb about the criteria for using the extended hours service as we felt some patients who could have benefitted from the service were not made aware. Deb explained that patients with ongoing conditions or under treatment or investigation were not really eligible due to continuity of care & access to records issues. Extended hours appts are available every evening from 6pm to 8pm and Sat and Sunday morning. The meeting felt that we needed to communicate the service to patients more clearly. There is going to be WI Fi specially for patients in the waiting room . She is encouraging practice staff to promote online access to records . We were wondering if there could be a more robust triage system when appts are allocated as some pts felt that at the moment it seemed to be "First come , first served". Deb noted that the changes in patient access by phone and in person were proving popular with both staff and patients. The meeting felt that we needed to make it easy for pts to speak privately at reception by clear signage. **Action**

**Deb to check that receptionists are communicating well regarding appointments**

4. Reports on team activities

**The ESOL Workshop & Hyde Community Action team** . Previously, we have run a course for patients who don't speak English to help them manage their health and integrate into the community. It was very popular and we currently have over 70 names on the waiting list! Ingrid & Rehana have managed to get enough funding from the CCG to run another course... Hoorah!

**Foodbank Team.....Eric reported that** contributions have dwindled after our Christmas promotion. All is welcome as more families in difficulty.

**HealthPledge & Self Care team** We discussed events for our next Self Care Day. We need people to support the stall on

Saturday 24<sup>th</sup> June. More details on the attached flier **Dementia awareness team**  
Cathy is still wanting to be involved in the layout & signage of the reception areas of both buildings. She was holding an information session after the meeting

**Communication & Liaison team** Ingrid reported that she had spoken at a big international BMJ conference in London on how patients can engage in their own health and promote good health for others.

**Atrial fibrillation** Ingrid is still working to promote the detection of heart arrhythmia and therefore prevent strokes. She is hoping that soon we will have some detection

devices available in the practice.

## 5. Any other business

Ingrid reported that some special eye drop charts which she has developed and been trying to get adopted for 3 years are going to be adopted by Manchester Eye Hospital!! This is a big move forward to help patients know when to use their drops and keep them safe. She is hoping to adapt them so that they could be used in the practice for multiple "ordinary" medications. Watch this space!

Maurice Jones reported that there were interesting activities at Werneth House in Gee Cross. He will find out more.

to discuss

Looking forward we are thinking we may want

Making wills and power of attorney

Organ donation

Patient triage so we know who to contact

when and for what when we are not well!

To fit with Self Care day we are hoping

to put a display in the waiting room of what members of the PPG do to look after their health.

Dominic took some "mug shots". Let us know if you would like to contribute.

We are going to hold a PPG

meeting in Haughton Green soon.

Do you have any good

ideas about what we should be looking at?

Anything you

would like to develop?

Contact

us on our email address below

6. Date of next meeting Thursday 6<sup>th</sup> July at Thornley House at 1.30pm.

7. Email information [htmcppg@gmail.com](mailto:htmcppg@gmail.com)