

Haughton Thornley Medical Centres

Patient Participation Group

Minutes of Meeting held on 29th May, 2018

In the Health Promotion room at Thornley House Medical Centre

Present: Ingrid Brindle (Chair), Cathy Dobson (Secretary), David Dickinson, Dr Hannan, Dominic Sexton, Olive Harper, Phil Barker, Yvonne Bennett, Deborah Smith, Natalie Smale

Apologies: Roger Paul, Glenys Mottram, Harr Newman, Kath Mills, Dt Gutteridge

1. The minutes were accepted.
2. Matters arising
 - a. Time to Talk. The first session at Thornley House was not well attended. This led to a discussion about:
 - b. How to publicise Time to Talk and other events. Posters in the waiting rooms are not read. Leaflets are not thought to be useful.
The TV monitor is easier to see but some thought that the screen is too busy with multiple items of information displayed at one time. There are different ways of formatting the display and of projecting information either via a screen or onto a wall. It was suggested that the messages should be changed every few days and that notice should be taken of waiting times so that patients would see all available messages.
 - c. Going back to Time to Talk there are examples of local areas using health connectors to get people, identified by GPs as being in need of support, to access other services, leading to a reduction in loneliness and A&E visits.
Phil shared his experiences of life as a teacher and a traveller and how these have formed his outlook on life.
 - d. A recurring theme in PPG meetings is the blurring of boundaries between public health, general practice and the community. This came up again with a discussion of the challenges and opportunities that arise as a result. There is a mixture of advice from different directions which can lead to a lack of information or misinformation such as the low take-up of the nasal flu vaccine which used gelatine in its preparation; patients should know that a non-gelatine injection is an alternative.
 - e. There is a shortage of GPs; the numbers are going down instead of increasing by the government's target of an extra 5000. The problem is felt most in deprived areas which lose GPs to wealthier areas, leading to greater health inequalities. How can there be more community involvement in the provision of health when there are no GPs to involve with?
This led to an explanation by Dr Hannan of the requirement to have an environment in which to innovate. This is an environment that is conducive to change. Possible innovations include co-locating services, testing how to engage people, providing the right amount of information at the time it's needed.
It was suggested that an 'exploratory afternoon' be set up to explore these ideas.

- f. Pickelball is, unfortunately, not going well. David had to decide last week to wind it up because of lack of participants in spite of publicity. A large part of the problem was probably the location in Ashton Waterloo, which can be difficult to get to for some.
Phil talked about a more successful enterprise which was walking rugby and which is now growing under the wing of Sale Sharks.
2. Deb's update.
There has been a restructure which means that there is currently not one deputy but four different areas of responsibility covered by the team. Interviews are under way for a new deputy practice manager. Deb will introduce the new person at a future meeting.
Ingrid asked Deb to confirm that no repeat meds will be take off prescriptions without the affected patient being informed. Apparently if a particular medication has not been requested within the last 12 months it is removed, but this would be picked up during the annual medication review.
3. Evergreen Life
Dr Hannan gave a detailed presentation highlighting the similarities and differences between Patient Access and Evergreen Life. There are advantages and disadvantages to each system. Dr Hannan is working on improvements with Evergreen Life and recommends using both. Ingrid reminded the meeting that access to records workshops are still being run with the help of Diversity Matters.
4. WiFi is now available – Dr Hannan will arrange a notice in the waiting room to tell people about it.
5. Ingrid talked about Self Care Day at Hyde Market on Saturday 9th June from 10 till 3 to talk to people about self care. There will be representatives from the Shed Project, Grafton Centre, MIND, Growing Together, this PPG, Action together, Military Veterans' Support, Community Health Champions, and Willow Wood.
6. Next Haughton Thornley PPG meeting will be July 17th and then September 11th, both in the Health Promotion Room at Thornley House Medical Centre at 1.30.

Please send comments, suggestions or apologies to htmcppg@gmail.com and thank you for being involved in the Haughton Thornley PPG.