

**Haughton Thornley Medical Centres
Patient Participation Group
Minutes of AGM and Ordinary Meeting held on 31st May 2022
in the Boardroom at Thornley House Medical Centre**

Present: Dominic Sexton (Vice Chair), Cathy Dobson (Secretary), Christine Greenough, Kath Mills, Bill Burgoine, Olive Harper, Jen Mellor, Emma Delaney, Raisah Sawati, Dr Hannan, Yvonne Bennett (via Zoom), Paul Welsh (via Zoom)

Apologies: Mark Hindle, Deb Smith, Eric Bynon, Roger Paul, Dr Gutteridge

1. Dominic opened the meeting.

2. AGM

1. Minutes of AGM held in March 2019 – no matters arising.

2. Vice Chairs Report

Dominic started by acknowledging the sadness felt by all PPG members following the death of Ingrid Brindle.

As she was such an active person the PPG now has to try and work out how to pick up what she did and continue the work she started.

Dominic also spoke about Mary Goodliffe – another sad loss and someone else that the PPG will miss.

The group had a few minutes of reflection about Ingrid and Mary, and how both of them have influenced us as individuals and as a PPG.

Dominic then thanked all the staff at the practice on behalf of the PPG for keeping going through covid and for all they do for people in the local area. He recognised that things are still difficult.

He also thanked the PPG for continuing to meet and for contributing ideas and keeping the group going.

There are a number of different projects ongoing, many of which had to be paused during covid, and which we want to pick up again. For now, it's been an achievement just keeping going!

Dr H talked about Ingrid and her many achievements and involvements. She was, he said, an extraordinary person who left an amazing legacy. He plans to keep her memory alive via a webpage. The PPG plans to organise a coffee morning, or similar, in her memory and to raise money for Macmillan at the same time – a charity that benefited from donations at her funeral.

Emma and Dominic will work on the logistics, including the possible hire of a room at the Town Hall and including an event to raise digital awareness at the same time. **ACTION: plan event to raise funds and increase digital awareness – Dominic and Emma.**

3. Statement of accounts – as Deb did not attend we do not have the exact figures but the bank balance is probably very little changed from the last meeting when it was £906.

4. Confirmation of Committee Members and Election of Officers.

Dominic volunteered to step up to be Chair, Paul took on the role of Vice Chair, and Cathy will continue as Secretary. Other officers are Kath Mills, Christine Greenough and Eric Bynon.

5. AOB – none.

3. Ordinary Meeting – approval of minutes from last meeting – approved.

4. Matters arising.

1. Dr H has not been in touch with Mark re Evergreen Life on outstanding issue relating to alerts when patients' records are updated. **Action outstanding.**
2. At the last meeting Olwyn Fuller talked about her chaplaincy role. The practice has received excellent feedback about the service she provides.
3. AliveCor – staff all now know that the devices are available to be loaned to patients where there is a suspicion of atrial fibrillation. As more patients start coming in to the surgery there will be more opportunities for them to borrow the kit. Reports of discussions between patients and clinicians following use of a device will be added to patient records. Where patients have one of the devices they are able to email their results to the practice.
4. Dr G had asked for ideas re how to improve take-up of screening. All to consider this. **Action Outstanding.**

5. Practice Matters.

1. Dr H reported that the practice has remained open and is doing well.
2. Engage Consult – patients have mixed experiences. Some people have found it difficult to use, and some have been frustrated by the lack of appointment slots available after they've filled in the questionnaire.

The practice has decided to trial Accurx which is now available on the home page of the practice website.

Accurx is similar to Engage Consult, but asks fewer questions.

This practice has one of the highest uses of messaging services in the country and is encouraging more patients to use Engage Consult or Accurx to reduce the number of people trying to get through on the phone at 8am. To achieve this support needs to be available.

Dr H talked about Paul and his potential new role as a patient digital champion, able to help other patients to use the technology. In order to do this, and so that issues of confidentiality are addressed, he will be classed as a member of the practice and will follow the same confidentiality code as practice employees.

Emma described workshops in Glossop, Hyde and Dukinfield, which are run by volunteers (many of whom are PPG members) and which aim to help patients learn how to use GP surgery resources. Some practices have sent out text messages to patients offering support, and have had a good response. However, others have had a poor response to this approach. HTMC would like to contact and enable as many patients as possible during summer before the winter pressures start.

3. Emma Delaney is the Digital Health Lead, based in Glossop. She works for the Bureau, previously the Volunteer Bureau. She is working on behalf of the CCG to increase the use of digital services at practices, using volunteers to encourage and teach their peers. In order for this to work the practice must be very involved. Emma trains the volunteers and monitors the issues. This project is currently running until March 2023. In Hyde sessions are running at the POP cafe – patients are encouraged to make an appointment.
4. Yvonne talked about the problem of engaging young people and the Asian community. She also described some previous events including expert speakers who have given talks to patient groups about subjects such as breast cancer awareness, and child resuscitation.

6. Questions for the practice – none not dealt with elsewhere.

7. Future direction of the PPG.

Dominic asked for ideas re what the PPG should concentrate on in the future. Ingrid's projects are to be continued.

There was further discussion about an event in Ingrid's memory.

There was a discussion about trying to encourage more people to attend meetings, by changing the meeting time and venue.

Rates of cancer screening take-up have dropped massively. How can the PPG help to encourage people to take part in screening programmes?

8. Any Other Business

Jen proposed a vote of thanks to Dominic for taking on the role of PPG Chair.