

Thornley House Patient Participation Group

Minutes of meeting Thursday 13th November 2014

Present: Ingrid Brindle {Chair}, Bill Burgoine { Vice Chair} Marilyn Gollom {Secretary}, Dr Hannan, Wendy Smallwood {Practice Manager} Dominic Sexton, Don Hunter, Dorothy Burgoine, Muriel Nichols, Stuart Moors {NHS Values Champion}Muriel Nichols, Federica Lucivero {Guest Speaker}, Rumena Sultana ,Syeda Missa. Liza Ahmed Chowdhury{Observers}.

Apologies: Janet Hackney, Cath Shaw, Sue Edwards, Bill Goldthorpe.

- **Welcome and apologies.**
- **Matters arising.** Dr Hannan followed up on the complaint raised at the last meeting regarding letters from hospitals stating, incorrectly, that patients had not attended appointment. The most effective way of registering a complaint would be on the Patient Opinion website which may be accessed via the practice website.
- **Team reports:**
- **C**ommunication and liaison. Bill informed the group that a new PPG Cluster is to be formed. The Chairs of all PPG's within the area of the CCG will be given information from the CCG to distribute to their group. Bill will represent this group. Dr Hannan asked Bill to mention Patient Access at the meeting
- **R**ecords access. There was excellent uptake of patients signing up for records access during the flu jab clinics.
- **H**ealth Pledge and **S**elf Care Week. Ingrid led a discussion about the Health Pledge for the benefit of the guests. Stuart suggested contacting multi faith bodies to promote the concept. Everything is in place for the launch on the 22nd and for Jacqui's nurses health promotion at Morrisons.
- **I**T. Dominic stated the Health Pledge website is now online, as is the new PPG page on the HTMC webpage. Dr Hannan thanked Ingrid for her input on the latter.
- There was some confusion regarding the partners meeting at Chartist House, it is the 4th December, time to be arranged.

- Guest Speaker. Federica Lucivero is a researcher at Kings College London who met Ingrid and Dr Hannan at a conference in London where they were presenting on Records Access. Federica is studying for a PHD on the ethics of new technologies. She will be conducting interviews with scientists, technologists and patients. She asked the group if, after gaining ethics approval from Kings, the practice and PPG would help in her research. Ingrid stated that the group would be happy to help.
- **AOB.** Don presented a beautiful sculpture he had made to Wendy as a wedding gift from the PPG who wish her every happiness.

Next meeting dates:Thursday 15th January 2015 at 13:30.

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We Wish You A Merry Christmas We Wish You A Merry Christmas We Wish You A Merry Christmas **and** A Happy New Year