

Haughton Thornley Medical Centres

Patient Participation Group

Minutes of Meeting held on 13th November, 2018

In the Health Promotion room at Thornley House Medical Centre

Present: Ingrid Brindle (Chair), Cathy Dobson (Secretary), Dominic Sexton (Vice Chair), Cath Collingwood, Olive Harper, Yvonne Bennett, Harry Newman, Eric Bynon, Mary Goodliffe, Dr Hannan, Jen Mellor, Kath Mills, Don Hunter, Prof Richard Lehrman and colleague

Apologies: Deb Smith, Dr Gutteridge, Glenys Mottram, Cath Shaw, Phil Barker

1. Ingrid welcomed attendees to the meeting.
2. The minutes of the last meeting were approved.
3. Matters arising.
 - a. Last minutes point 3b, referring to whether blood results have been reviewed by a doctor when they appear in a patient's online record. **ACTION to raise this with Deb for her to clarify.**
 - b. Last minutes point 5b, about the disposal of sharps. Ingrid confirmed that Lloyds are contracted to dispose of sharps but they suggested that when they refused to take sharps from a patient it might have been because their bins were full. We have also learned that if a patient delivers a full sharps box to Lloyds, they cannot receive a new box without a prescription.
 - c. Last minutes point 5c, co-codamol prescribing. This is removed from a patient's prescription if it has not been collected for three months. This does not apply to other medications on repeat prescription. Ingrid reminded the meeting that we have an agreement that repeat meds will not be changed without notifying the patient first.
One person reported that she had requested repeat meds but had not received the correct items. Ingrid suggested that she take this up with Deb.
4. Practice Matters
No practice matters were raised.
5. Questions for Dr Hannan
 - a. A question was raised about the prescribing of vitamin D; a patient was concerned that different people with similar requirements were being prescribed different amounts of vitamin D.
Dr Hannan explained that a large number of people have low levels of vitamin D, particularly in winter, and this does not cause problems for most people although some will have aching bones and there are cases of babies being born with rickets due to their mothers being deficient in vitamin D during pregnancy.
If necessary it will be prescribed but patients may buy it over the counter.

Unusually, a person can react badly to vitamin D supplements.

ACTION – Dr Hannan will add some information about vitamin D to the practice website.

- b. Question: if a person needs a home visit is this available from this practice?
Answer: request a home visit if you think it's required. If you're not sure then check with the practice.
- c. Question: what is the event on 16th November?
Answer: this is a lung health event, although information about other things will be available.
- d. Question: what kind of messages may be sent using EMIS?
Answer: This is a secure messaging system so any message can be sent – it will be directed to the best person to answer.
- e. Question: Patient was unable to retrieve complete information from Evergreen Life.
Answer: Dominic suggested re-registering. The problem described is not the way Evergreen Life should work.
- f. Question: is the Facebook post true that if you call 999 and are unable to speak you should press 55 for assistance?
Answer: Dominic checked this during the meeting and reported that the operator will ask you to make a noise or press 55 if you are unable to speak. If they get a response they will route the call to the police.

6. Lasting Powers of Attorney.

This was one of the suggestions made at the last meeting during the discussion about the focus of PPG meetings. The group shared their own experiences of making or thinking about making an LPA. We were made aware of the two types of LPA: health and welfare, and property and financial affairs.

Dr Hannan talked about the issues of sharing patient information with relatives and also about the possible dangers of access to records being given to victims of domestic abuse. He urged us to look at the Health Record Access section of the practice website.

We agreed to look at the process of setting up an LPA in the next meeting and then maybe bringing in a professional who can answer our questions.

ACTION – Cathy to bring LPA forms to the next meeting.

For information, you can get more information here <https://www.gov.uk/power-of-attorney>

To make your LPA online, or to download the forms, go here <https://www.gov.uk/power-of-attorney/make-lasting-power>

7. Any other business

- a. Food Bank. Kim has done some posters to be displayed in both surgeries, urging people to make daily donations which can be brought to the collection points in the surgeries for December 16th. Last year 320 3-day family parcels were given out.
- b. Oasis Centre at Haughton Green library is running musical memories sessions, currently on Tuesdays for older people.

8. Items for next meeting.

We intend to continue with looking into Lasting Powers of Attorney at the next meeting.

9. The next meeting will be held on Tuesday 22nd January 2019 (not 15th January, as originally suggested, as Ingrid has another engagement) 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.