

## Haughton Thornley Medical Centres

### Patient Participation Group

Minutes of Meeting held on 22<sup>nd</sup> October, 2019

in the Health Promotion room at Thornley House Medical Centre

**Present:** Cathy Dobson (Secretary), Eric Bynon, Kate Bradley, Don Hunter, Kath Mills, Jacqui Gladwin, Jen Mellor, Christine Greenough, Claire Webber (Alzheimer's Society), Ana Rahem, Fatima Babur, Amire Hannan, Lisa Gutteridge, Harry Newman

**Apologies:** Ingrid Brindle, Dominic Sexton, Cath Shaw, Roger Paul, Phil Barker, Glenys Mottram, Mary Cunliffe, Olive Harper, Deb Smith, Yvonne Bennett, June Evans

1. Cathy opened the meeting and explained that she was acting chair in the absence of Ingrid and Dominic.
2. The minutes of the last meeting were accepted.
3. Matters arising. None that were not included in the agenda or notified to the chair for discussion before the meeting.
4. Tai Chi. As neither Dominic nor Debs was present this item was deferred to a later meeting.
5. Practice Matters.
  - a. Emma, a new nurse, will be starting soon as Catriona is leaving for a new job. We wish Catriona well and will miss her.
  - b. A womens' health event has been planned for October 23<sup>rd</sup> at Hattersly Hub, to include a wide variety of professionals who can provide information relating to womens' health. A men's event is planned for November.
  - c. A Christmas party for patients who are isolated is planned, to be held at Hyde Town Hall. There will be a performance of a school play, a brass band, raffle, food, etc. Tickets will be given out by local GP practices and organisations who are in touch with lonely people.
  - d. There have been four sessions so far of the memory cafe at Asda (last Tuesday of every month). This is the only local group for people with dementia and their carers and it is turning into a lively group. It's open to all who have, or think they might have, dementia, as well as carers of people with dementia. Regular attendees include dementia support workers, nurses, social services' representatives, GPs, solicitors. One big positive effect is that it enables carers to get in touch with each other.
  - e. MDT (multi disciplinary team) meetings about patients have been happening. These involve people from Be Well, Active Tameside, pharmacies, GP practices, etc and aim to share ideas about patients whose problems cannot be solved by individual professionals. The teams have already reduced hospital and GP visits for some patients. Social prescribing is having the desired effect. Social prescribers will meet

people and look at all aspects of their lives. They are also able to provide some funding to groups offering support and therapeutic sessions e.g. art classes.

- f. Dr Hannan has been doing health walks with groups of Bengali men, who are often reluctant to see a GP and who are at high risk of diseases such as diabetes. Walkers are able to talk informally about health concerns as they walk, as well as getting the benefits of the exercise. As the walks are public they are attracting attention and more walkers are joining in. They have talked about topics such as stress and diabetes, and intend to talk about indigestion next.
- g. Reminder that Patient Access now allows one person to log in and see multiple records if they have been given permission to do so. This means that parents can see their children's records or husbands and wives can see each other's records, for example.
- h. Evergreen Life has been updated and now allows patients to record details about themselves, such as diet and exercise, to give them a 'wellness score'. Dr H demonstrated how this works and encouraged the group to try it. The DNA option is a paid for service which might create anxiety in patients but it is available to those who want to check their possible risks for some conditions.

#### 6. Questions for the practice

- a. Where are flu clinics advertised/how are patients notified about flu clinics?

There has been a delay this year in the arrival of vaccines at the practice. Patients are advised to get vaccinated at pharmacies rather than waiting for the practice to get vaccine supplies delivered. Patients who are eligible for flu vaccination will be invited to attend clinics now that supplies are available.

Question re what flu vaccine is required if travelling to New Zealand – need to get specialist advice about this.

Question re whether Haughton Green patients can attend Thornley House and vice versa. Answer is yes, although patient reported that they had been told otherwise.

- b. Shingles vaccinations.

These are being offered to patients by age group. This is a single vaccination and patients will be invited to be vaccinated when its their turn

- c. Car parking.

When patients park in the practice car park they must enter their car registration details on the screen at reception to avoid a fine. A fine might be incurred by someone who drives in and out without parking. **Action: Dr Hannan will check whether this is actually the case.**

- d. Can you report concerns about another person to their GP?

Yes, but be aware that the GP cannot give out any information about the patient and that your concerns will be recorded on that person's record, where they might see it if they have records access.

- e. Letters on online records are hard to find because of the way they are labelled. This issue has been raised before.
7. Claire from the Alzheimer's Society talks about her roles and how to make our practice dementia friendly. She is a Dementia Support Worker, and is also involved in making Hyde dementia friendly. Following on from the earlier discussion about reaching Bengali patients she noted that although she visits a lot of people with dementia in Hyde, she has only ever been to one Bengali person with dementia. There is also a lot of confusion in that community about what dementia is e.g. she has had several young women asking here whether they have dementia.

Currently she is visiting all local GP surgeries to present them with a toolkit to enable them to become dementia friendly. She praised HTMC for the work we have already done in getting staff trained up as Dementia Friends and improving aspects of the environment, such as signage.

There are three steps to creating a dementia friendly practice:

- a. All staff and PPG members to become dementia friends. Claire will be arranging local sessions. It's also a good idea to get one person to be a dementia friends champion so that they can run sessions whenever they're needed. The dementia friends champions training is in Stockport on November 14<sup>th</sup>.
- b. Work through the 'Guide to Making General Practice Dementia Friendly' and implement the suggestions.
- c. Access resources from the Alzheimer's Society and make them available in the waiting room e.g. on a table dedicated to this.

Claire talked about some of the publications that are available and left some samples. More can be ordered online. They are also available in different languages.

Although many HTMC patients and/or their carers and other family members have access to their records online and also might be able to use e.g. Engage Consult to contact the surgeries, it's important that telephone and physical access are as easy to navigate as possible.

Claire also talked about the dementia support service that she and other colleagues in Tameside provide. This service can be accessed directly, without a referral.

8. Any other business
- a. Christine attended the Partnership Engagement Network conference at Hyde Town Hall which was well attended by hospital representatives but not so much by primary care and community services. One topic that was discussed related to the hospital moving towards being plastic free by doing things such as providing reuseable water bottles. Christine also told us about the new scanner appeal which aims to raise £1 million, and the mayor's fund allocating money for new cycle paths which will benefit the environment and people's health. Apparently, while cycle training is widely available for children it is not there for adults.
9. No agenda items were put forward for the next meeting but it was suggested that we might have some kind of Christmas celebration if we meet in December.

10. Date of next meeting: Tuesday 10<sup>th</sup> December, 13:30 at Thornley House

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

#### ADDENDUM

Christine has supplied the following information as we didn't have enough time for her to give us a full report of the Partnership Engagement Network Conference:

- Integrated Care Trust recognising communications with patients, carers and the public need to be improved across the the whole pathway and the Trust needed to identify how improvements were to be measured
- The Trust was looking at reducing the use of plastics e.g. phasing out plastic cutlery and reuse of water bottles
- The new Scanner Appeal had been launched in an attempt to raise £1m
- Money from GM Mayor's Fund for Tameside - looking to increasing 'active travel incl. increases in cycle lanes
- The Council moving to be a Co-operative Working Council e.g. Grafton Centre [Hyde] and Together Centre [Dukinfield] and their use; Improvments in digital Infrastructure for public and private sectors and Homestart - a network providing family support