

**Minutes of the PPG Meeting Held at Haughton Thornley Medical Centre,
Thornley Street, Hyde, SK14 1JY
27 September 2012**

Present:

Bill Burgoine (Chairman)	Patrick Jordan (Treasurer/Practice Manager)		
Yvonne Bennett (Secretary)	Ingrid Brindle	Dorothy Burgoine	Moya Berry
Dr Amir Hannan	Christina Howard	Don Hunter	Bill Goldthorp
Marilyn Gollom	Harry Newman		

Apologies: Gill Anderton, Margaret Rickson, Dr Lisa Gutteridge

1. Welcome:

The Chairman welcomed everyone to the meeting especially new member Harry Newman

2. Minutes of the Last Meeting:

The minutes were agreed as being correct.

3. New Appointment System

There was much discussion on the new system which took most of the meeting. Reaction is very mixed from patients. Many of the PPG had not had to use the system themselves but had heard reports from other patients who both liked and disliked it.

Figures show that on one day 269 patients had been dealt with by doctors on the two sites. This figure could not have been achieved using the old system and many needing attention would have to try the following day. With the new consultation system some had been saved an unnecessary journey either because the matter could be dealt with as would a normal 'telephone consultation' would have been dealt with or because the patient needed to have blood test before they could see the doctor. They could then book an appointment with the phlebotomist in the usual manner.

As at the outset of the trial, patients who cannot speak English or who are deaf or for those who, a telephone consultation may not be appropriate arrangements could be arranged. They are encouraged to find someone on their behalf. The LIPS service is useful where a translator is required. Receptionist can help book this service. Request for home visits are still accepted where appropriate. The trial continues and the Practice have taken notes of the objections made and are looking at ways to improve the system.

4. Self-care Week 12-18 November 2012

The PPG are planning a Special Event Day for Tuesday, 13 November. More information when available. Monday, 12 November will be set up day.

5. How to Contact the PPG

You can email us at htmcppg@gmail.com. We also have our own page on the Practice Website www.htmc.co.uk/pages/pv.asp?p=htmc4 (why not include this in your favourites?) At the bottom of the page is a box where you can make a comment. You could also write your comments and leave them in an envelope, addressed to the PPG Secretary, with the Practice Receptionists at Thornley House.

The next meeting is to be held:

**Thursday 6 December 2012 at 2.00pm
Haughton Thornley Medical Centre, Thornley House, Thornley Street, Hyde**