

Thornley House Patient Participation Group

Minutes of meeting Tuesday 23rd September 2014

Present: Ingrid Brindle {Chair}, Bill Burgoine { Vice Chair} Marilyn Gollom {secretary}, Dr Hannan, Dominic Sexton, June Machin, Don Hunter, Barbara Dresner, Norman Renwick, Catherine Collingwood, Brian Pugh.

Apologies: Wendy Smallwood { Practice Manager}, Muriel Nichols, Janet Hackney, Cath Shaw, Dorothy Burgoine.

- **W**elcome, apologies and introductions to new members.
- **M**atters arising. Dr Hannan clarified that patients will keep the name patients not customers as previously mentioned. The practice is continuing to develop online services to release staff to extend services they are involved with. Emis have updated the system and patients will be able to book a telephone appointment online. At the moment although the service offers a timeslot for the telephone appointment keeping to this time will not always be possible. The next update in the system will specify morning or afternoon slot.

Team reports:

- **C**ommunication and liaison. Bill reported meeting with the Chair of newly formed Donneybrook House PPG to offer help and advice. The CCG {Clinical Commissioning Group} AGM is taking place tomorrow on the 24th September. This Friday the 26th the CCG is also holding a meeting with PPG's at Windmill Lane Denton from 9.30 – 11 am. There will be a report back at the next meeting.
- **F**oodbank: Bill has enlarged and displayed sign to identify which foodstuffs are needed for the foodbank, it is displayed in a prominent place and the food bank appears to be well supported.
- **R**ecords access. Shafia reported that there is a lack of attendance at the Thursday workshops. There will be a drive to advertise this more and to hold workshops when demand is up again. Dr Hannan suggested staff may offer workshops when patients present themselves for their flu jabs. The PPG has offered assistance at the flu clinics to help with records access.
- **H**ealth Pledge and **S**elf Care Week. Ingrid recapped the success of last year for the benefit of new members and an explanation of Health Pledge. Five hundred pounds has been raised which will be used for banners and leaflets. Further fund raising is on going.
- **I**T. Dominic gave an explanation of the Health Pledge website for new members outlining smart targets, ability to pledge online, downloadable

