

**Haughton Thornley Medical Centres
Patient Participation Group
Minutes of Meeting held on 20/06/2023**

Present: Linda Marshall, Christine Marshall, Eric Bynon, Cathy Dobson (Secretary), Zara McCormick, Christine Greenough, Harry Newman, Olive Harper, Dr Arslan Anwar, Paul Welsh (Vice-Chair), Dominic Sexton (Chair), Tracey Edgerton, Saba Al-Din, Dr Hannan

Apologies: Dr Gutteridge, Rachel Hurst, Moya Berry, Bill Burgoyne, Yvonne Bennett, Kath Mills

1. Welcome

Dominic welcomed old and new members.

2. Previous Meeting Minutes

Christine Greenough had some minor changes to make to the last minutes – reported to Dominic outside the meeting.

3. Matters arising

The phone message when you call the surgery says that appointments cannot be made by phone This is to be discussed.

4. Practice matters

Dr Hannan gave us an update on the practice. There are eight doctors and four nurses in the clinical team.

Dr Bhutta is on sabbatical for a year.

Dr Rana is leaving.

There are two physician associates joining the practice – this is a new role. They are healthcare experienced and have had two years' training to deal with common medical issues.

The new website is live. It has the same address as the old one and is more accessible. Dr Hannan encouraged all to take a look.

It's also possible to go online to get appointment between 7.30 and 3. This frees up the phone lines for those who can't go online. Staff are able to complete the form on behalf of patients if needed. After 3 you need to phone.

There was some discussion about the length of time that the acknowledgement stays onscreen, and about how contacts will be dealt with within three days. However, most contacts are addressed within one day.

There is an issue if a patient is called and is unable to answer the phone. The form allows the patient to record the times they're available to be contacted.

This system allows the problem to be directed to the best person to sort it out. In some cases this will be reception staff (patient advisers now).

Currently 81% of patients have access to their records. In future the NHS app will allow people to see where they are on hospital waiting lists.

Arslan is a GP trainee who has been in the practice looking at social (non-medical) determinants of health. A patient survey has been completed and he is currently working on analysing the results, which should be available in about two months.

There is help for people who have trouble using technology to access information. Paul Welsh is a Digital Health Champion working on a project headed by Emma Delaney. They aim to run the service from the Thornley House practice – it's in Manchester at the moment.

Sessions are one to one with people who need this support.

5. Questions for the practice

Harry asked about how to get information to the 12000 patients who are not part of the PPG. What communication methods do people prefer?

6. Self care

The group agreed that it's important that people do things for themselves especially as there are problems getting access to healthcare services.

It can be daunting to do, for example, two hours of exercise a week or eat five portions of fruit a day.

However, starting from a poor position means that even a very small change can make a difference to a person's health. People should accept that they might start well but have bad weeks but they can still try to maintain healthy changes in their lives.

How can we get this message about improving lifestyles out to patients? e.g. messages online, booklets about nutrition, appointments with a nurse to talk about diets and access to gyms. GPs are able to refer to care navigators, social prescribing, BE Well.

Dr H described some aspects of social prescribing – useful for those with long term conditions, socially isolated, suffering loss, etc. Used to build self esteem, signpost to services and groups. Referrals are easy and now that feedback is being asked for, it seems that for many people it's working. There's more information on the website. Funding for social prescribing comes from Action Together.

7. Next meeting: July 25th, to be confirmed.

Final bit of information – the old B&M in Clarendon shopping centre will become a hub offering a variety of medical services.