

GREAT HARWOOD MEDICAL GROUP

PATIENT PARTICIPATION GROUP

Date & Time: Following the AGM 3rd March 2026

Venue: Meeting Room
Great Harwood Health Centre

Members Present: Same as AGM

Item	Minute	Action
1.	Apologies: As of AGM	
2.	Accept Minutes from September Proposed -Christine Jackson Second –Sarah Lord	
3.	Matters Arising a) Susan is receiving PPG Minutes etc through the Practice. b) The 'Privacy' sign has been moved back and this seems to be working much better. c) The Hidden disability within Patients has been discussed with our Receptionists and will continue to be monitored. d) Since stopping our registration with NAPP in June 2025 it now seems it may fold due to lack of members following their increase in subscriptions.	
4.	GHMG - a) On-going b) new developments New editions to the staff - Dr Junaid Noman - Specialist Trainee Dr Alicia Pollard - Foundation Year Doctor Guri Choudhury - Trainee Advanced Practitioner Ebony Mayor - Receptionist	

	<p>Staff no longer with the Practice –</p> <p>Dr Iman Ulas - Foundation Year Doctor Dr Ahmed Hassan - GP Dr Assad Awan - Foundation Year Doctor</p>	
5.	<p>PPG –</p> <p>a) 2026 Survey – The discussion of findings will continue during March/April 2026 with the Practice.</p> <p>All results of the Action Plan will be back from the Practice to the secretary by 1st May along with a timeline of when the plan will be put into Practice.</p> <p>It’s hoped to feed into a May/June Newsletter the results.</p> <p>The action plan shall be further discussed with the Practice at the July Meeting, along with ‘You said, we did’.</p> <p>The collating of survey results was discussed as it was a mammoth task for the Secretary to compile. The Practice will look into an IT model eg. ChatGPT. However the survey shall still be produced as paper based.</p> <p>Sarah will discuss with the Partners when the next survey should take place. It was thought in the light of ‘contract changes’ that this may pose some further questions for a survey.</p> <p>b) Anita and Carol shall attend a full Practice meeting to discuss our objectives for the year and the Survey on 27th May 2026.</p>	<p>Sarah</p> <p>Sarah</p> <p>All PPG</p> <p>Sarah All PPG</p> <p>Sarah</p> <p>Sarah</p> <p>Anita/Carol</p>

	<p>c) It was decided that the information boards at the Rishton Practice shall not be put in place until all the renovations have taken place. A funding bid is hopefully to be signed off shortly.</p> <p>Sarah will also look at the PPG having three boards just like in Great Harwood Reception.</p> <p>d) Flu Clinics 2025 - There was no negative feedback received on the survey or in person. This is a great improvement on the clinics of 2024. Thanks go to all Practice staff</p> <p>e) Ideas for growing our members within the wider community?</p> <p>i) Christine Jackson is to contact a local business lady who may be able to help. She will report back at the next meeting.</p> <p>ii) Contact will again be tried through Mrs Aziz</p> <p>iii) Open Day for members – possibly Spring Bank week</p> <p>iv) To put a bulletin out through CAG</p> <p>F) Unfortunately due to personal circumstances David Rogers (Head of Communication and Engagement, NHS Lancashire and South Cumbria Integrated Care Board) could not attend our meetings in 2025. However the members felt we should invite him to a meeting this year.</p> <p>Anita mentioned that the ICB are under review so this may have a bearing as to whether he can attend.</p>	<p>Sarah</p> <p>Christine</p> <p>Carol</p> <p>All PPG</p> <p>Carol</p> <p>Carol</p>
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	<p>G) Further activities for 2026 -</p> <p>We shall continue with our Facebook presence but also look at Instagram which may appear to younger Patients.</p> <p>H) An update on the re-purposing of The Mercer Hall, stated that the first phase is now complete. The second phase is to acquire a stage/sound/lighting.</p> <p>The third stage will then involve the re-working of the wings which used to be the changing rooms (of the old pool). Carol and Alan mentioned their plans of a 'Community Space' which is hoped to be developed. They further went on to mention the uses of that area. A member stated that bereavement counselling would be a great addition.</p> <p>The group then had their say in naming the space; The Maria Mercer Community..... Hub 4 Room 0 Circle 1 Spot 0 Bubble 0 These results shall be added to the others already received.</p>	<p>Anita/Carol</p>
<p>6.</p>	<p>Feedback from Patients</p> <p>A member stated that a Patient felt it was a waste of time seeing the Locum as she had to lead them all the way through the consultation. They seemed disinterested. She was further disgruntled when the results of tests were not relayed to her. Sarah explained that Patients will only be called if their results are of concern.</p> <p>Also received via the Practice -</p> <p><i>I would like to express how pleased and grateful we were for the care and support shown by the</i></p>	

receptionist we spoke to this morning at approximately 11:40am (blonde hair, glasses, in her twenties).

My mum has been taking medication that requires regular blood tests. Her most recent results showed some changes to her kidney function, so repeat blood tests were needed. She had booked an appointment and was advised by Rheumatology that the blood forms would be posted at the beginning of December. When they did not arrive, she contacted them again towards the end of December and was asked to travel to Royal Blackburn to collect the forms. My mum is 81 years old and has poor mobility, so this was very difficult for her. She was then reassured that the forms would be posted in time for her appointment.

Unfortunately, the forms had still not arrived when we attended her appointment this morning, and she was told the blood test could not be done. This caused my mum considerable distress, as she was worried it would mean another month's delay before she could have the repeat tests carried out.

We spoke to the receptionist, who was incredibly kind, empathetic and helpful. She listened carefully, understood the situation, and went out of her way to print the required forms in time for my mum's appointment. Thanks to her, the blood tests were able to go ahead as planned.

This was a genuinely caring and compassionate act, and we feel she went above and beyond her role. We would very much like her efforts to be recognised.

Thank you for taking the time to read this feedback.

This is just a feedback for the medical group and admin team- thank you so much for ever being helpful, kind and understanding. For the prompt appointments and guidance. For chase ups and calling back to inform. Really grateful for all your

	<i>efforts. The medical team have been very good too. All the drs are now like a family. Knowing them for over 8yrs now and didn't even realise how much time has passed with their assistance and support. God bless you all with good health and happy lives</i>	
7.	Newsletter & Facebook Content Minutes in Brief from AGM & Meeting Friends & Family results Open Day for new members Survey Results coming soon advert	Carol Sarah Anita/Carol Carol
8.	Any Other Business There being no other business the meeting was closed at 3pm	
9.	Next Meetings 30 th June, November 3rd	