

## GREAT HARWOOD MEDICAL GROUP

### PATIENT PARTICIPATION GROUP

**Date & Time:** Tuesday 30<sup>th</sup> September 2025 at 1.00pm

**Venue:** Library / Resource Room  
Great Harwood Health Centre

**Members Present:** Debbie Whitworth, Lindsay Williams, Carol O'Brien, David Cockett, Alan Wilkinson, Christine Jackson, Trish Hill, Susan Jackson, Anita Flemming

**GP Presence:** Dr. Liam Baister

The group congratulated Dr. Baister on the recent arrival of his new baby boy.

He went on to explain that Internet consultations are 'contractual' and therefore compulsory. The Practice chose PATCHS as their desired APP (there are more available) as it was felt this was the best for their needs. He further explained that there's a lot going on in the background and the Practice is now assessing a higher number of Patients than previously. However, it's still a work in progress. From 1st October there is no longer a limit on the number of referrals received daily on PATCH's 8.00am-6.00pm Monday – Friday for non-urgent problems. AI is said to be able to pick up urgent issues and they will be directed to ring 111 or 999.

Trish brought to the attention off the meeting that she had been given an appointment for 30<sup>th</sup> October 2025 which seemed strange. Debbie checked this and it was considered to be a typing error and the correct date was given.

David asked regarding the question on PATCHS; 'has anyone at the Practice previously dealt with this condition?' Dr. Baister said this was so the same Practitioner could pick up on the issue, although this wasn't always possible.

Lindsay asked if there was any possibility of the 'Sit and Wait' being brought back? She felt this was especially useful for children. He stated that this would not be re-instated but children are always given priority on PATCHS.

Anita affirmed that she felt that PATCHS seemed very effective.

Lindsay mentioned that we had previously asked for the numbers of Patients using the phone. Debbie would pass this request onto Sarah.

Members wished to know how they receive a Shingles vaccination? It was stated that if a Patient is eligible they are contacted by the Practice.

The question was also asked ‘can you receive a Covid injection at the same time as a flu booster?’ Dr Baister stated that Patients can have them together but it’s sensible to leave a gap if possible.

Item	Minute	Action
1.	<b>Welcome:</b> Lindsay gave a warm welcome to everyone and as we had a new member (Susan Jackson) we all introduced ourselves. Susan’s email shall be added to the list so she will receive all PPG information	Debbie/Sarah
2.	<b>Apologies:</b> Julia Ashworth Julia has taken the decision to resign from the group due to ill health. A ‘Thank You’ card shall be sent as she has been such a long standing and respected member since the beginning of the PPG.	Carol
3.	<b>Accept Minutes from March</b> Proposed – Lindsay Williams Second - David Cockett	
4.	<b>Matters Arising</b> a) The weigh machine (in Reception) still has not been moved. Debbie stated that her husband could do this along with the Oxygen cylinders which also need removal.  b) The group were informed that Lindsay and Carol had met with the Practice in March and presented to them the work of the PPG during the past year (2024) and the proposed work for 2025/06. It was decided that this should be an annual occurrence.	Debbie

	<p>c) Carol raised the issue of ‘privacy’ at Reception. A sign is already displayed but doesn’t seem to have any effect on Patients. Debbie will take this back to the Practice meeting.</p> <p>d) The issues that certain Patients experience due to hidden disabilities shall be constantly re-visited during Receptionist training.</p>	<p>Debbie</p> <p>Sarah</p>
5.	<p><b>GHMG - a) On-going b) new developments</b> Will document on the next minutes</p>	Debbie
6.	<p><b>PPG –</b></p> <p>a) <u>Pauline Quinn OBE Memorial</u> It was reported by Carol that a delay has been caused by the Buildings Manager going on secondment and the newly appointed person being on long term sick. However, she has now met with the interim Manager (Shauna) and the gardener (Chris) to identify a suitable place.</p> <p>Chris suggested that the planting could take place in November, with them digging the hole and leaving enough soil so we can finish the planting with new bark on top. The plaques stem will be submerged in concrete within a plastic bottle (Chris Williams) and the gardener will plant this at the same time.</p> <p>The group decided on two possible dates; 18<sup>th</sup> November or 2<sup>nd</sup> December. Carol will invite Brian and Jennifer (Paulines husband and daughter) along with the Practice and PPG to the planting. Anita will also contact Sheena Byrom who worked with Pauline along with Tracy Thomson Director of Midwifery.</p> <p>b) <u>Survey 2025</u> Carol contacted the Practice and there are</p>	<p>Lindsay</p> <p>Carol</p> <p>Anita</p> <p>Carol</p>

	<p>no alterations necessary since originally published in 2023. Therefore Carol will just amend the date on the original and send to Sarah.</p> <p>The survey shall be;</p> <ul style="list-style-type: none"> <li>• Handed out by GP's during consultations</li> <li>• Given out at Reception to everyone</li> <li>• Advertised on Notice Boards and included within the Newsletter following a date decided upon by the Practice.</li> <li>• PPG to be present in Reception to help Patients complete (dates to be arranged)</li> </ul> <p>It was asked if the Survey can be put on our Web page and the link sent to all Patients with an email, Carol will explore this with Sarah</p> <p>The Practice decided due to a cost of around £330 we would not use Survey Monkey.</p> <p>Debbie kindly offered to investigate how other Practices collate results to make it as easy as possible.</p> <p>Carol will contact Sarah to determine when the survey will go live and how long it should run.</p> <p>a) <u>Flu Clinics</u> It was decided by the Practice that no help was needed to help with the clinics.</p> <p>a) <u>Mercer Hall Update</u> Carol stated that the Mercer Hall as we know it has now closed its doors with the contractors going in within the next couple of weeks. A pantomime for schools has been booked in December.</p>	<p>All Practitioners</p> <p>Receptionists Lindsay/Carol</p> <p>All PPG</p> <p>Carol/Sarah</p> <p>Debbie</p> <p>Carol/Sarah</p>
--	--	--

	<p>Sub-group meetings are continuing to happen for; the community room, culture &amp; entertainment and the youth group.</p> <p>Carol and Alan further commented regarding the many ideas that had already been discussed for the use of the building for all ages of the community.</p> <p>a) <u>NAPP</u></p> <p>We agreed at our previous meeting we would not re-new our membership due to the doubling of fees. However Carol stated they are still sending updates via the forum.</p>	
<b>7.</b>	<p><b>Feedback from Patients</b></p> <p>To be included in the next minutes when provided by the Practice.</p>	Debbie/Sarah
<b>8.</b>	<p><b>Newsletter content</b></p> <ul style="list-style-type: none"> <li>• Minutes in brief</li> <li>• Invitation to Pauline Quinn OBE Memorial Tree Planting</li> <li>• PATCHS explain new system 1<sup>st</sup> October 2025</li> <li>• Staff Abuse Poster</li> <li>• Mondays are the busiest days – avoid if possible</li> <li>• The Survey shall appear (in a later edition) when the dates have been decided by the Practice</li> </ul>	<p>Carol Carol</p> <p>Sarah</p> <p>Carol Carol</p> <p>Sarah/Carol</p>
<b>9.</b>	<p><b>Any Other Business</b></p> <p>A member asked if blood tests were still available downstairs in the Treatment Room. Debbie stated that ‘no’ this is no longer offered through them.</p>	
<b>10 .</b>	<p><b>Next Meetings</b></p> <p>Tuesday 2<sup>nd</sup> December 2025</p>	