

## GREAT HARWOOD MEDICAL GROUP

### PATIENT PARTICIPATION GROUP

**Date & Time:** Tuesday 26<sup>th</sup> April 2022 1.30pm

**Venue:** Meeting Room

Great Harwood Medical Group

**Members Present:** Dr. Victoria Gauge, Sarah Lord, Pauline Quinn, Carol O'Brien, David Cockett, Kevin Dean, Colin Cooper, Christine Jackson, Alan Wilkinson and Lindsay Williams.

Item	Minute	Action
1.	<b>Apologies:</b> Julia Ashworth	
2.	<b>Acceptance of Minutes:</b> Proposed – Lindsay Williams    Second – Christine Jackson	
3.	<b>Matters Arising:</b> Patients can request a cardiovascular disease risk assessment if they are not monitored for any other condition. Once their initial risk is known they can return between 1 – 5 years, depending on their risk, for a follow up assessment.  Chronic Disease check-ups are offered annually. Anyone who feels they are overdue should telephone the practice.  Online booking of appointments has now been reinstated for advance booking. Same day appointments need care navigating so are not suitable to be booked online.  The pre-bookable appointment release time has gone back to 8am as 12pm was causing issues for patients and the practice.  Travel Vaccines – a sheet has been published which gives information to anyone needing holiday injections. Verbal communication to which vaccines are needed is accepted from the Travel Clinics.  Blood investigation results can be obtained between 1-3pm  The Practice has sent out letters/texts for the Covid Vaccine Booster along with the Government. However the Practice have no involvement with the implementation.	

	<p><b>Matters Arising continued:</b></p> <p>Confusion has arisen on various occasions when a telephone appointment has been arranged but then a text is received stating a time at the Practice. Sarah stated that the software is not sophisticated enough to differentiate between a face to face and a telephone consultation so these text messages have now been removed to avoid misunderstanding.</p> <p>All the health apps are updated automatically when results are received.</p> <p>Carol read the reply received from the CEO of Leisure in Hyndburn regarding the progress of locating a pool site within Great Harwood. She will continue to liaise with Peter Shaw and CAG with further developments.</p>	
4.	<p><b>GHMG–a) On-going b)new developments</b></p> <p>New First Contact Physiotherapist appointed – Laura Carty. Telephone appointments to begin with but will hopefully progress to ‘face to face appointments’.</p> <p>Jo Henshaw has joined the practice as a Mental Health Nurse – telephone appointments only.</p> <p>Alishia Bentley has joined as a Trainee Associate Psychological Practitioner. She will help with low level mental health issues offering longer appointments.</p> <p>East Lancashire Alliance are now offering evening and Saturday appointments. Through this system our Practice will now be able to offer evening appointments (6.30 – 8.30pm) on Tuesday, Wednesday and Friday evening. These are available by ringing reception.</p> <p>The group thanked Dr. Gauge for her attendance and her thoughts on the new ‘Activity Booklet’.</p> <p>Any cancelled appointments at the moment are due to the large proportion of staff away from the Practice due to; Covid, other illness, holidays or paternity leave. The Practice advised us that it is a real juggling act at the moment, the lack of Locum availability is adding to the problem.</p>	

5.	<p><b>PPG – Community Activity Booklet</b></p> <p>The sample booklet was circulated and everyone was very impressed with the work that had gone into its creation and the quality.</p> <p>A change is needed to the email given for the Practice</p> <p>We are to order 5 laminated/spiro bound copies, 2 for the Practice and 3 for the Libraries. This shall have a note on the front stating that it must not be removed from the premises.</p> <p>A further 1000 paper copies to be ordered and circulated via the Practice GPs, Midwives and any other groups where the Practice feel would be beneficial.</p> <p>The group felt that it was important to spend our Tesco Grant first, as this is time sensitive and keep the Duchy of Lancaster funds for future publication.</p> <p>Further copies shall be sent to Tesco and Morrisons community champions.</p> <p>A letter shall accompany all booklets delivered describing the target audience.</p> <p>It was felt that the Practice would probably benefit for a digital copy through either a jpeg or disc. The printers shall be approached.</p> <p>Ellisons Printers must address the invoice to the PPG for payment. Sarah will settle the account from our funds.</p> <p>The PPG thanked the Sub Group for all their work on the booklet. They also voted in favour that £100 should be paid to Carol O’Brien for ink and paper used in the process over preceding months.</p> <p>It was discussed that an announcement should appear on the back page regarding future opportunities for ‘activity groups’ to advertise their leisure interest in future publications. This would help preserve the longevity of the booklet. However we would not allow any ‘care provision’ or ‘pharmacies’ to be allowed.</p> <p>The group felt that our booklet deserved to be publicised through the media, the work the group do and our connection to Great Harwood Medical Group. Local papers shall be contacted.</p>	<p>Carol</p> <p>Carol</p> <p>Carol</p> <p>Carol</p> <p>Lindsay</p> <p>Carol</p> <p>Sarah</p> <p>Sarah</p> <p>Carol</p> <p>David Carol Pauline Lindsay</p>

6.	<p><b>Feedback from Patients</b> Dr Tyagi has been praised by a patient for his caring manner.</p>	
7.	<p><b>Newsletter content</b> Minutes in brief GHMG updates</p> <p>This shall be mainly distributed via email to all patients however it was now felt that these can be available on the GPs desks.</p>	
8.	<p><b>Any Other Business</b> We shall put a picture of our booklet front cover and a little about our group on the; Harwood is Our Home Town and Rishton Facebook page.</p> <p>Although we already have a PPG FB page we are having problems accessing it due to password issues. Lindsay has tried contacting FB to no avail. Therefore Sarah will see if she can help by contacting the CCG on our behalf who helped setting the page up in the first place.</p>	Sarah
9.	<p><b>Next Meeting</b> Tuesday 19<sup>th</sup> July 1.30pm</p>	