

/GREAT HARWOOD MEDICAL GROUP

PATIENT PARTICIPATION GROUP

Date & Time: 31st January 2023 Following AGM

Venue: Library / Resource Room
Great Harwood Health Centre

Members Present: Sarah Lord (Practice Manager), Pauline Quinn (Chairperson), Carol O'Brien (Secretary), David Cockett (Treasurer), Alan Wilkinson, Julia Ashworth, Christine Jackson, Lyndsay Williams

Part Meeting – Dr. J Ireland

Item	Minute	Action
1.	Apologies: Margaret Morrison	
2.	Accept Minutes from November 2022 Proposed Alan Wilkinson Second Christine Jackson	
3.	Matters Arising Update from NAPP - An enquiry was received via Messenger on Facebook - Gp Lorna Sharma a Gp from Newbury (Berkshire, south east England) the PPG Lead at her Practice read the article about our booklet on the National Association of Patient Participation Forum. They were sent a full explanation of how and why we produced our booklet, an electronic copy as well as details of the time and skill set needed. A hard copy was also sent in the post to the Falkland Surgery. They were very impressed with what's been achieved and are hoping to reproduce something similar. Online consultation progress – An on-line service can now be obtained through PATCHS. This system is for both adults and children which goes through a basic triage process. However Dr. Ireland advised there are always going to be teething problems with any new system. It was thought that for prescription requests it was	

	<p>better to use other Apps such as; My Gp, Evergreen, Patient Access etc. It is hoped that this will save both Gp's and Receptionist time in order to provide care for those not technologically equipped.</p> <p>Website – The Minutes, Newsletters and Community Activity Booklet for last year will be loaded onto the GHMG website by the end of January by our Web Designer.</p> <p>Community Activity Booklet –</p> <ul style="list-style-type: none"> • It was advised that our posters had not been displayed in the 3 town notice boards and Tesco. Ian Wilkinson is in-charge of Bank Mill. The laminated copy of the booklet has also disappeared from Tesco. This situation shall be looked into. 	<p>Sarah & Web Designer</p> <p>Carol, Pauline & Lyndsay</p>
<p>4.</p>	<p>GHMG - a) On-going b) new developments</p> <ul style="list-style-type: none"> • It was advised that Tuesday's and Wednesday (Dr. Ireland) late appointments are available to book • Phlebotomy clinic is available on a Tuesday, Wednesday and Friday. Can be booked through our Reception • Pre-bookable appointments can be booked 3 and 7 days in advance • A Practice Survey will be discussed at the next meeting • Advance Nurse Practitioner has now left the Practice • Peter Hutchison – Advanced Practitioner –has left the Practice and Fahim Dawood – Locum Advanced Practitioner - providing some sessions until Dr Ansar returns from sabbatical leave • Dr Lawal, Dr Dedat and Dr Hassan have left. Dr Khan and Odeyinka Trainee Doctors have joined until August 	<p>Sarah & Members</p>

	<ul style="list-style-type: none"> • An Acute Respiratory Hub – St Peters Centre, book patients with Cough, Fever, Sore throat, Nasal Congestion. Reduce winter pressures on practice. • Saturday telephone appointments are available with a clinical pharmacist for medication reviews/ queries. • Introduction of PATCHS – see leaflet 	
5.	<p>PPG – a) Community Activity Booklet Review and its future</p> <ul style="list-style-type: none"> • A detailed review of the Community Activity Booklet was circulated by Carol and Sarah also updated the group with feedback she had been given (please see separate reports attached). These were discussed. • Funding shall be sought from Tesco for a second Edition of the booklet. The basis of the bid shall be based on the report sent to the NAPP. A copy of this will be made available. • 4 changes are needed to date; Type face on front cover to be plain text The words ‘Produced by’ to be smaller font size ‘Community Activity Booklet’ to be in a larger font ‘2nd Edition’ shall appear in Bold • Booklets shall be introduced to; Charity shops (Daisey’s, Trinity, Friends of St. Huberts and Age Concern). Beach Hut, food banks and Morrisons (poster also needed) • Additional books to be taken to all ‘sheltered housing’ as they have been well received. • It was decided that we would keep to our remit of not allowing business’ to advertise within the booklet due to both its ethos and it may be frowned upon by Tesco. <p>b) Facebook Presence</p> <ul style="list-style-type: none"> • The response has been slow but increases when ‘self help’ pages are posted from the ‘activity 	<p>David & Alan</p> <p>Carol</p> <p>Carol</p> <p>Sarah, David, Julia Lyndsay, Pauline, Christine & David</p>

	<p>booklet'</p> <ul style="list-style-type: none"> • It's thought that with regular postings of other PPG content eg., newsletters, GHMG news etc (+the above) we could build our audience. • The 'self help' pages seem popular on therefore more of these shall be posted. <p>c) Bags for Help</p> <p>This valuable resource that aids family in the event of suicide was introduced by Pauline to the group. Lyndsay felt that in these situations it's often the family and close friends of the deceased that neglect themselves. The 'bag' shall be taken by Sarah to The Practice' weekly meeting to introduce to Gps.</p> <p>It was also thought that this would be useful also to Alicia and Joe our Mental Health Team.</p>	<p>Lyndsay & Carol</p> <p>Sarah</p>
6.	<p>Feedback from Patients</p> <p>Alan stated that 'Dr. Radice had gone above and beyond' when assisting a patient. 'She organised a multi discipline team meeting' to deal with the patients multiple medical conditions.</p> <p>Waiting for copies from sarah</p>	
7.	<p>Newsletter & Facebook Content</p> <ul style="list-style-type: none"> • Minutes In Brief • Community Activity Booklet advert • GHMG updates • PATCHS explanation leaflet • New activities advertisement for booklet • New members 	<p>Carol</p> <p>Sarah</p> <p>Carol</p>
8.	<p>Any Other Business</p> <ul style="list-style-type: none"> • It was discussed that records do not automatically be sent to the Practice from Patients who have visited A&E. • It was advised that Patients struggling to contact the hospital bookings team contact PALS for advice or ring the specific Secretary through the 	

	<p>hospital switch board.</p> <ul style="list-style-type: none">• Patients with a Gp telephone appointment cannot be given a definite time.	
9.	Next Meetings Tuesday 25 th April 1.30pm Tuesday 18 th July 1.30pm Tuesday 7 th November 1.30pm	