

# MINUTES

## GREAT HARWOOD MEDICAL GROUP PATIENT PARTICIPATION GROUP MEETING

Date & Time: Monday 25<sup>th</sup> March 2013  
2.00pm – 3.00pm

Venue: Baby Clinic  
Great Harwood Health Centre

Those Present: Dr Grayson - GP  
S Lord – Practice Manager  
D Cockett - Patient  
B Chippendale – Patient  
C O'Brien - Patient  
J Hall – Patient  
A Wood – Patient  
D Bury – Patient  
G Rostron – Patient  
A Cunningham - Patient  
A Barker - Patient

Apologies: G Brown – Patient  
L Fairbrother - Patient  
J Howard - Patient

Circulation: B Knott – Patient  
S Knott - Patient  
G Dilworth - Patient  
A Todd - Patient  
K Dean - Patient  
P Bolton - Patient  
C Young - Patient  
A Chadwick – Patient  
G Whitehead – Patient  
T McAloon - Patient

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### **Welcome**

Dr Grayson opened the meeting by welcoming all attendees and advised that this would be a question and answer session.

### **New health centre**

Discussions took place on the new health centre and the plans were displayed for all to see. Dr Grayson took questions from the members on what new services would be provided, plans for a pharmacy in the new building and offered an explanation as to how the new health centre was being funded.

### **Questions and Answer Session**

Dr Grayson and Sarah took questions from the group on issues they had, mainly a problem ordering prescriptions by email, dissatisfaction with tablets dispensed by a pharmacist, when the new website will be fully operational and hospital appointments being cancelled. From these discussions it was decided that Sarah will configure the

email account to automatically send a read receipt when one is requested. Sarah and Dr Grayson will also work on the website. Any problem with medications should be fed back to the pharmacist by the patient.

### **Future Meetings**

It was decided to postpone future meetings until November when hopefully the practice will be operating from the new building. At this time we should be able to see if any actions from the action plan have been successful.

Thank you all for your time and valued contributions at these meetings and via email, they are much appreciated!

Have a nice summer – if we get one!

Date & time of next meeting: To be advised.