

GREAT HARWOOD MEDICAL GROUP

PATIENT PARTICIPATION GROUP

Date & Time: Tuesday 8th November 2022

Venue: Meeting Room
Great Harwood Health Centre

Members Present:

Pauline Quinn (Chair), Carol O'Brien (Secretary), David Cockett (Treasurer), Sarah Lord (Practice Manager & Vice Chair), Christine Jackson, Julia Ashworth, Colin Cooper and Margaret Morrison

Questions Put to Practice Prior to Meeting – NONE

The Chair welcomed everyone to the meeting especially our new member Margaret. Everyone introduced themselves to her.

Item	Minute	Action
1.	Apologies: Alan Wilkinson, Lindsay Williams	
2.	Acceptance of Minutes: Proposer: Christine Jackson Second: David Cockett	
3.	Matters Arising: a) The Ellison account (printers) has been settled.	
4.	GHMG–a) On-going b)new developments a) We welcome: Mr Peter Hutchinson - Advanced Nurse Practitioner and Georgia Daw - Receptionist b) Dr Ansar is taking 6 months sabbatical leave Pam Mason vacates her position as receptionist	

	<p>c) The Practice has been given 300 doses of the Covid vaccine for patients eligible for an autumn booster. Clinics are being held every Wednesday afternoon throughout November.</p> <p>d) Sarah stated that on-line consultations are coming soon.</p> <p>e) There has been a loss of revenue to the practice due to patients going elsewhere to have their Covid boosters and having flu vaccinations at the same time.</p> <p>f) It was again reported by members that there were some delays at the Acorn Centre (Covid boosters) irrespective of having an appointment or not.</p>	
5.	<p>PPG News:</p> <p>a) Community Activity Booklet</p> <p>Posters were made for Town Notice Boards (three) & to accompany our six laminated copies.</p> <p>Key Holder for Town Notice Boards found – posters taken to library for distribution.</p> <p>Bank Mill House Notice Board This is not a town notice board so a separate poster is needed. Twelve copies shall also be delivered.</p> <p>Press Release sent to; Lancashire Evening Telegraph - Appeared Tuesday 25th October 2022 Accrington Observer – Appeared Thursday 3rd November 2023 Radio Lancashire – Shortly following the meeting a direct email address was received for Graham Liver so contact will be made.</p> <p>National Association of Patient Participation – Went initially to Trustees for discussion but directly following the meeting the Secretary received permission to include it directly on the Members Forum.</p>	<p>David</p> <p>Carol</p> <p>Carol</p>

	<p>Facebook Page – This is now up and running thanks to Lindsay with the booklet launched and different pages published each week. In her absence she sent a short report: The page has had some positive comments, thanking us for our hard work. The one criticism we did have was that we didn't consider the visually impaired for the front cover. The initial page hasn't been closed down as we hoped but people are beginning to like our new page. I am promoting a page each couple of days from the booklet which seems to be working. According to Facebook statistics our page has reached 889 people with 64 engaging with the post.</p> <p>GHMG Webpage – Electronic copy sent to Sarah for her to upload</p> <p>Laminated Copies & Posters – Tesco: presented to Kerry the Community Champion and is now displayed on a notice board on a hook.</p> <p>Libraries; Gt. Harwood, Rishton & Whalley have been delivered but another 12 booklets to be taken.</p> <p>Practice Notice Boards Poster; Gt. Harwood & Rishton Both locations have booklets to distribute.</p> <p>Sheltered Housing 3 copies & Poster each with an accompanying letter for the Warden Netherton House, Clayton Street has been successfully delivered. However it has not been possible to make contact with; Lyndon House Harwood Lane, Franklin Ainsworth House St. Lawrence Street and Anchor (Dukes Brow) James Avenue. It was decided that we should try going in person. Eachill Gardens, Rishton shall also have a poster and 3 booklets delivered.</p> <p>Churchfield House –3 copies and poster delivered however they have requested more supply. 12 copies to be delivered.</p> <p>Community Action Group – To attend meeting on 17th November to present copies and send electronic copy to Secretary to circulate to members.</p> <p>Community Connector, Debra Simpson – 60 copies They think it's a great resource for them. Debra went on to say; "The booklet has been amazingly helpful both for link workers and patients. Patients are engaging better with having the physical information. We have already used just over half of the two boxes you</p>	<p>Sarah</p> <p>Pauline Lindsay Colin</p> <p>David & Christine</p> <p>Colin</p> <p>Pauline</p> <p>Pauline Carol</p>
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	<p>dropped off and you have put pressure on the other PCN for a similar resource haha. Job well done, we are most grateful for all the hard work!”</p> <p>NB – The day after the meeting Debra (above) contacted me to advise us that Rebecca Wallace (District Nurse Team) would like copies for their clients. These shall be taken from the supply held at the practice.</p> <p>Integrated Neighbourhood Co-Ordinator – 50 copies Wonderful resource that they will circulate with their partners.</p> <p>MP Sara Britcliffe town centre office – 12 copies & poster It was disappointing that we had not been able to achieve a photo opportunity or a quote from the MP. A member has an appointment with her so will raise the issue. It was also decided that 12 copies should go to the WI and a poster to be taken to Trinity.</p> <p>Remaining Copies –</p> <p>GHMG storage room for Receptionists, GPs Community Connector and Integrated Neighbourhood Co-ordinator to access when necessary.</p> <p>Carol has around 50 copies to access when needed.</p> <p>Other thoughts going forward-</p> <p>Review of booklet to be put on the January Agenda.</p> <p>Lancashire Evening Telegraph and Accrington Observer report and photograph of our presentation to the Partners to be put on our notice board.</p>	<p>Margaret</p> <p>Carol David</p> <p>Carol</p> <p>Carol</p>
6.	<p>Feedback from Patients:</p> <ol style="list-style-type: none"> 1. Thanks given to Dr Gauge for her help and empathy by a patient. 2. Another new patient stated they were disappointed with their first visit due to doctors (identity not known) lack of knowledge of a medical condition and did not incur they would research details. However since this first appointment the patient had a consultation with Dr Ansar and was praised for his excellent care and attention. 	

	<p>3. It was stated that patients are still struggling getting through on the phone. Sarah stated that by 31st March 2023 the telephone system will be changed.</p> <p>The improvements include;</p> <p>a) Once in the queue you will be asked to hang up and you will be rung back when you reach position one.</p> <p>b) If there are no appointments remaining a voice message will state this.</p> <p>4. Hi, at your next team meeting please can you give a special thanks to Dr Radice from me? She always shows great kindness with her caring manner. She made an embarrassing procedure as comfortable and normal/bearable as possible.</p> <p>5. Hi, I would just like to say what a great doctor Dr Baister is, he listens to you, makes you feel comfortable and tries to get things sorted. We are all quick to complain but I would like to give praise where it is due.</p> <p>6. Just thought I would send you the practice an email. Have had a few doctors in my life, and have to say that you are the top of the list especially the RECEPTIONISTS, at both surgeries, they cannot help enough. They are really helpful and have gone out of their way to be pleasant, also have had visits to your nurse Carol as always been so pleasant, and she has also gone out of her way in changing my prescription when needed but the most important thing is she LISTENS . And now the doctors, all have been superb, although only seen two in the few years that I have been a patient. Keep up the good work, it is appreciated.</p> <p>7. Telephone message: explained that Jane was polite and gave some really good advice and that she is a credit to the surgery and she was just really helpful and reassuring.</p>	
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7.	<p>Newsletter & Facebook content:</p> <p>Minutes in Brief including dates of 2023 meetings Community Activity Booklet advert Recommended to wear a mask; colds, flu and respiratory problems GHMG updates Missed appointments Flu & Covid Vaccine It was reported that 150 appointments on average are still missed each month. Therefore a short article shall be produced.</p> <p>Articles to appear on Facebook one per week not all at once.</p>	<p>Carol</p> <p>Sarah</p>
8.	<p>Any Other Business: None</p>	
9.	<p>Next Meeting:</p> <p>2023 Tuesday 31st January 1pm start AGM & meeting to follow, Tuesday 25th April 1.30pm, Tuesday 18th July 1.30pm, Tuesday 7th November 1.30pm</p>	