

Haughton Thornley Medical Centres

Patient Participation Group

Minutes of meeting on 12<sup>th</sup> Oct 2017

Present Ingrid Brindle, Eric Bynon, Jacqui Gladwin, Natalie Smale, Yvonne Bennett, Don Hunter, Cath Collingwood and Wendy Povey

Apologies Dr Hannan, Dominic Sexton, Cathy Lewis Dobson, Clare Woodall, Dr Gutteridge, Kath Mills, Sue O'Connor, David Dickinson, Jenny Chapman,

Matters arising from previous meeting and items on the agenda

1. Ingrid (Chair PPG) reported that Tim East from EMIS (system provider for Online access was a waste of time! Since his visit when we asked him to remedy some faults in the system, he has done nothing and not responded to any emails in 6 months.....**Ingrid to email him again explaining how we feel**
2. Yvonne PPG brought up the fact that patients may have their medications changed by the pharmacy or the doctor and not notified of the changes or deletions. The patients were only aware of the alterations when they came to reorder when often there was not enough time to query or discuss the changes. We asked if patients could be notified of any changes to medications when the changes were made so that patients were fully aware of the situation. **Wendy to look into it**
3. Natalie Smale PPG discussed a planned meeting concerning Type 1 and Type 2 diabetes to be held at the Haughton Green centre. An Accucheck mobile would be offered and specialist diabetes advice given from a team of diabetes specialists. Signposting would be given to agencies like "Healthy Tameside" . The emphasis would be to make sure that patients understood how important it was to get checked out regularly. The practice would invite patients who were identified as having diabetes but all were welcome. Natalie said that Boots set aside special days for diabetics. Don Hunter PPG talked about the importance of testing and told his story. **Natalie to clarify the arrangements and send to Dominic PPG for distribution**
4. Don reported on the misuse of the car parks. He had done a lot of observational research on the matter and had some great suggestions for solving the abuse. We had a lengthy discussion. Wendy said that it was something that made her annoyed too! Unfortunately, 3 agencies share the leased building so that isn't easy to monitor. Another issue is that it is a private car park so the police can't get involved. We were also concerned that when the Cash and Carry opened at the top of the street that matters would be even worse! Unfortunately nothing can be done at the moment
5. Wendy (PM) said that the practice will no longer be closed on Wednesday afternoons. There will be some staff available so that patients can do transactional things.....repeat prescriptions, letters, appointments etc. but there will be no clinical staff available.
6. There is now Wifi available in the waiting room and the rest of the practice. We need to make sure that the patients know all about it.

7. There will be a person in the practice designated as the social prescribing person. (I'm not really clear on how that will work so we need more info on that and how referrals to other organisations will be organised)
8. I reported that I had written a blog for the BMJ which was very well received. I also wrote one for the Richmond group of health charities (19 of the big health charities...Macmillan, British Heart foundation, Stroke Association etc etc) which was similarly well received). Houghton Thornley medical Centres were featured in the September Health edition of "Which" magazine concerning our work on giving patients full online access to their GP records. I contributed an article about how I had benefitted from having access to my information.
9. I reminded everybody about our open day at the Clarendon Centre Hyde on Sat 18<sup>th</sup> November from 10am to 4pm. Volunteers needed to support, give out My Medication Passports, distribute other information and demonstrate the FoodSmart app. Cath Collingwood, Natalie Smale, Cathy Dobson, Yvonne Bennett and Jacqui Gladwin said they would be there. Ingrid said she would write a reminder to everyone on the PPG waiting list.

Date of next meeting provisionally set but now confirmed as

- a. Thursday 18<sup>th</sup> January 2018 at Thornley House at 1.30

Minutes prepared by Ingrid Brindle (chair)

I didn't want that red "a" to be there but I can't spend any more time on messing with it! It's already made all the formatting go wrong!