

MINUTES OF THE MEETING HELD AT THORNLEY HOUSE MEDICAL CENTRE

THORNLEY STREET, HYDE, SK14 3JY

THURSDAY 24TH APRIL 2014

Present: Ingrid Brindle {chair}, Marilyn Gollom {secretary}, Dr Hannan, Megan Harrison {deputy practice manager} Eric Bynan, Dorothy Burgoine, Bill Burgoine, Norman Renwick, Don Hunter, Sue Edwards, Dominic Sexton.

Apologies: Wendy Smallwood, Dr Gutteridge, Cynthia Hopkinson.

1. Previous minutes approved.
2. Apologies.
3. Norman Renwick was introduced to the group, Norman is a member of Haughton PPG.
4. Working methods within the PPG are to be revised. Ingrid suggested that members to work in teams on given projects in which they had an interest or aptitude, the projects to be suggested and approved by the PPG. Each team would have a team leader who would present a brief progress report at the general PPG meeting. It is hoped that this team method of working will prove more inclusive than is currently the case and interested parties who cannot attend the Thursday afternoon meeting may be approached by relevant team leaders, it was stated that Jaquie Gladwin and Shafia, who are keen to participate, may find this way of working beneficial, from there other members may be recruited. Possible teams suggested are:
 - **Sharing Ideas** on improving local services, with Bill and Ingrid starting this off.
 - **Food Banking** Sue Edwards will join with Eric Bynan to take this forward.
 - **Access to Records** Shafia wishes to approach people in the surgery, she will contact Eleanor with workshop ideas from the Haughton Vale Surgery and will be supported by Dominic.
 - **Self Care Week** will be jointly led by Ingrid and Marilyn who hope to build on the success of last years market stall concept.
 - **Ingrid Brindle's Big Idea** Ingrid to lead Marilyn to assist. Patient pledge {see item 6}
5. Megan has reintroduced the Surgery quarterly newsletter. A new system has been introduced where patients are reminded of appointments by text, this is proving to be a success with missed appointments being minimised.
6. Ingrid attended a conference in London where NHS Change Day was discussed. The aim of NHS Change Day is for individuals to pledge to make one change to their lives to improve health outcomes of the NHS. Ingrid tweeted to the attendees "who is going to do something differently?" This has led to Ingrid's Big Idea where people will be asked to pledge to change one aspect of their lives to improve their health outcomes. This is a good idea for

Self Care week to be the springboard for the pledges. Ingrid and Marilyn will work with Louise Brady Practice nurse from the Donneybrook surgery in Hyde.

7. It was suggested perhaps Tracy Turley from the local NHS could speak about patient communication and liaison at the evening PPG meeting on 29th May 2014.
8. Dominic has opened a new email address for the PPG it is : thornley.house.ppg@gmail.com . Dr Hannan reports that the practice Facebook account is successful but is still looking for subjects to put on there, Any ideas can be emailed to the new email thornley.house.ppg@gmail.com
9. A.O.B.Ingrid asked Megan if the staff within the practice could be kept informed of the work of the PPG. It was agreed this is a good idea.

Next Meetings: Thursday 29th May at 6 pm

Thursday 26th June at 1.30 pm

Thursday 24th July at 1.30pm

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