

**Minutes of the PPG Meeting Held at Haughton Thornley Medical Centre,
Thornley Street, Hyde, SK14 1JY
6 December 2012**

Present:

Bill Burgoine (Chairman)	Patrick Jordan (Treasurer/Practice Manager)		
Yvonne Bennett (Secretary)	Moya Berry	Ingrid Brindle	Dorothy Burgoine
Marilyn Gollom	Don Hunter	Sue O'Connor	

Apologies: Gill Anderton, Bill Goldthorp, Dr Lisa Gutteridge, Dr Amir Hannan, Christina Howard, Margaret Rickson

1. Welcome:

The Chairman welcomed everyone to the meeting especially new member Sue O'Connor

2. Minutes of the Last Meeting:

The minutes were agreed as being correct.

3. Dates for 2013

31 January 2013	28 March 2013	30 May 2013
26 September 2013	05 December 2013	

It was agreed that in future the meetings would be from 1.30 to 3.00 pm. This would allow for formalities to be discussed before Practice staff arrived at 2.00 pm as usual, although all are welcome at the earlier time.

4. Re-elections

These are the election of a Patient Group secretary, Chair person and treasurer and will be held at the first meeting of 2013 in January. We are especially in need of a new secretary.

5. Events update

- a) The PPG arranged a Self Care Awareness Day on Tuesday 13th November as part of Self Care Week.
- This incorporated Dr Michael Richardson, a FY2 Trainee Doctor, from Haughton Thornley Medical Centres who talked about Strokes, what they are, what we can do about them and what help is available.
 - Harold Smith, Chair of Tameside Stroke Awareness Support Group informed people of what it does for people who have had strokes and their carers and families.
 - PPG member Ingrid Brindle talked about Arrhythmia and Know Your Pulse
 - PPG Member Yvonne Bennett spoke about the Summary Care Record (SCR) which will be starting soon in Tameside and Glossop and also Patient Access to the GP Electronic Health Record.
 - Dr Hannan spoke about the experience of Haughton Thornley Medical Centres in giving patients access to their records.
 - Finally 83 year old patient Peter Wood talked about his experience as an Olympic Flame carrier. Peter, who also has access to his medical records, still runs 3 times a week to keep himself fit. All these Talks were videoed and can be found on www.htmc.co.uk website.

- b) Several patients attended a day-long conference, 'Engaging and Empowering Patients and the Public to Improve Their Health', which was held at the Palace Hotel in Manchester on 4th Dec. The event was arranged to celebrate the 6+ years that Records Access has been allowed at Haughton Thornley Medical Centres. All patients who attended have access to their GP Health records, some for over 6 years, and were able to talk about their experiences and answer questions from the audience.

6. New appointment System

From 18 June 2012, a new appointment system was introduced. The Practice was unhappy that under the old system they were not able to provide enough appointments and that sick patients are dealt with on a first come first served basis, which meant a race for patients to get an appointment booked at 8.30 am.

Under the new system more patients are now being dealt with on the same day. Sadly as before, some patients are using the system inappropriately and ways to educate patients in how best to use the new system are being carried out. There are fewer instances of patients failing to attend. A number of patients dislike the new system and the Practice is trying to improve it. One patient complaint is not being able to choose a particular doctor but Practice Manager; Patrick Jordan did say people could ask for a particular doctor. It was pointed out that the doctor of choice may not be available that day and patients may have to ring again if they still insist on seeing a specific GP. Many patients still prefer face-to-face contact.

Following information given at the conference at Manchester, the possibility of Skype consultations was suggested. However the Skype system is not 'secure' and therefore would be unlikely to be used.

7. AOB

There was no Link/Healthwatch update, as at the time of the meeting, Tameside Council are still unclear on how the transition from LINK (**L**ocal **I**nvolvement **N**etwork) to local HealthWatch is to be accomplished.

A DES (Directed Enhanced Services) payment was made to the Practice from the Department of Health. This is being used to advertise the PPG and to recruit more patients. The possibility of establishing a 'Virtual PPG' was suggested. This would allow patients to contribute to Patient Group decisions and planning either by email, via the website or by letter. This will be considered further.

8. How to Contact the PPG

You can email us at htmcppg@gmail.com. We also have our own page on the Practice Website www.htmc.co.uk/pages/pv.asp?p=htmc4 (why not include this in your favourites?) At the bottom of the page is a box where you can make a comment. You could also write your comments and leave them in an envelope, addressed to the PPG Secretary, with the Practice Receptionists at Thornley House.

The next meeting is to be held:

**Thursday 31 January 2013 at 1.30pm
Haughton Thornley Medical Centre
Thornley House
Thornley Street
Hyde
SK14 1JY
0161-367 7910**