

Haughton Thornley PPG Meeting 10th December 2015

Attendees: Ingrid Brindle, Sue O'Connor, Cathy Dobson, Forhad Javi, Eric Bynon, Clare Woodall, Stuart Manson, Karl Ratcliffe, Sue Ratcliffe, Bill Goldthorp, Hasina Khanon (Hyde Community Action), Rumena Sultana, Cath Shaw, Don Hunter, Dr Amir Hannan, Dominic Sexton, Wendy Povey (Practice Manager), Dr Lisa Gutteridge.

Apologies: Josie Clegg, Julie Jerram, Jenny Chapman.

Ingrid Brindle opened the meeting at 1:45pm

Ingrid announced Bill Burgoine our Vice Chair and a valued member of our PPG has had to step down, and also withdraw from all his other Health Group commitments, due to family problems. He will be sorely missed by us all. We will now need a new Vice Chair for the PPG in line with the constitution. Dominic Sexton has agreed to take over the role of Vice Chair. Dorothy Burgoine will continue to organise the food bank, and Barbara who is doing well with her local CCG work, has kindly agreed to take on some of Bill's work.

Dr Hannan spoke about 'Care Together' and 'Devo Manc'. Greater Manchester will be the first to go with this and therefore we should have better outcomes as it will mean dealing with local matters at Board Level. There should be lots of meetings for the public to get involved. Our PPG need to share ideas, and Barbara will lead on this.

Matters Arising from the last Minutes

1) Reminders to be sent out by e-jog to patients for Xmas foodbank items required. Dr Hannan reported a 40% increase in patients signing up for our new e-mail service out of approx. five and a half thousand patients currently registered with the practice. The 'Xmas Holiday Period' opening times of Surgeries and Pharmacies need to go out by e-mail. We also need some things to make us smile, and any stories you may have to share. The e-mail will go out at 2:00pm on Sunday.

2) Don spoke about the guttering which is said to be radically wrong. He knows as he used to be a plumber. He said they are on a slope at the front of the building and the Landlord should be informed. With winter frosts approaching there is a potential Health and Safety issue with slip hazards due to the overflow.

Wendy assured us that the Landlord is aware of the problem and the damp it is causing inside the building. New service charges are being looked into for this and other problems in the building. It is all recorded.

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Cath stated that if there was a potential risk of 'slips or trips' then the Council should be informed. Wendy said that everyone was aware of the problems and she will keep us posted.

Eric advised that as it was a safety issue we could do the repairs ourselves and charge the Landlord. Don replied that it was too big a job as it all needed to be taken off. Ingrid said that if our PPG could help in any way, they would do so.

3) Cath asked if guidelines regarding Flu Jabs had changed this year, as certain Chemists were refusing people and needed a prescription from a Dr. Wendy replied that there was no guidance as such, any age group may have one if the Dr. thinks they will benefit from it. Dr Hannan was also not aware of any changes, and said that GP Practices have more than needed. Wendy said the flu jabs change every year and anyone with a BMI of over 40 was entitled to have one.

4) Dominic mentioned the new phone system. Wendy is looking into 'Babble Voice' which is signed off by EMIS and therefore backed off previous system, and is a fraction of the cost of other systems looked at. Help is needed from the PPG - input is needed to create the perfect system.

It could be set up to see how it goes and be 'tweaked' as we go along. BABBLE VOICE is a commercial product coming into Healthcare. Practice Managers in London have used it and reported it to be a fantastic system. Timescales have been discussed and a provisional order for 40 phones across both sites made, so should run quite quickly. We have a 100% money back guarantee if not satisfied.

5) There is a problem with our current system with patients number tickets running out of sequence and it was suggested we have a screen with names and room number displayed, as in most other surgeries.

6) Ingrid shown the Medical Passport and explained its advantages to new members and those who missed previous meetings.

7) Eric has collected 6 bags for food bank today from Haughton Vale and said that leaflets had been sent to us to display in local churches. Thank you to Jenny for your hard work in making the foodbank signs.

8) Claire spoke about 'Sight Matters' and CBS. Wendy said that she would be happy for any input regarding signage etc. in the surgeries. Dr. Gutteridge explained that there were many people with sight impairments which are not noticeable to others.

9) Shafia has completed the workshops on EMIS and Medical Passports for those with

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English as a 2nd Language. She hopes to do more in the future.

10) Communication and Liaison reports - Barbara to take on.

Health Pledge - Ingrid is trying to get Councillors to make one as a New Year Resolution in the Local Press.

IT - Dominic has nothing to report.

Youth and School - Yvonne is doing questionnaires in schools.

Optician referrals to Eye Hospital is only for emergencies, otherwise letters will be sent to Drs. Dorothy reported Cataract referrals are going through.

Self Care Week - Thank you to all MMU at Morrisons and Clarendon Centre Hyde for your work during Self Care Week, also to all those who came along to help out.

11) Cathy took the floor for her 'Dementia Awareness Session'

We all learned something from her fascinating presentation, and at the end volunteered to become 'Dementia Friends'. Photographs have been taken of us all proudly showing our badges and holding placards, which will be sent out by e-mail.

Next meeting: **THURSDAY 28TH JANUARY**

Meeting closed at 3:50pm