

Thornley House Patient Participation Group

Minutes of meeting Thursday 19. 2. 15.

Present: Ingrid Brindle {Chair}, Bill Burgoine { Vice Chair} Marilyn Gollom {Secretary}, Dr Hannan, Dominic Sexton, Don Hunter, Dorothy Burgoine, Harry Newman, Cath Shaw, Sue O' Connor, Bill Goldthorpe

Apologies: Sue Edwards, Wendy Povey{ Practice Manager}, Barbara Dresner.

- **Matters arising.....** Bill gave an update on the complaints procedure following concerns raised at last PPG meeting. Wendy is to be asked to clarify correct complaints procedure and where correct procedure to be found by patients.
- Ingrid asked if reception staff could wear I.D. Dr Hannan to follow up with Wendy.
- A query as to the practice receptionist opening all mail including that addressed to doctors. Need to ask Wendy about this for clarification

Team reports:

- Two new teams have been formed....Social Care and Musculo Skeletal
- **Social Care Team:** Led by Cathy Lewis Dobson who will provide factoids on the new Care Act. These will highlight different aspects of the care act and also provide signposting for patients. The factoids will also be displayed on practice website and in minutes on notice board in the waiting room.
- This month's factoid:
- Anybody who cares for another adult might be affected by the Care Act, which comes into force on April 1st this year. A carer is defined as someone who helps another person, usually a relative or friend, in their day-to-day life. Previously carers were only entitled to support from the local authority if they provided 'a substantial amount of care on a regular basis', but the new Act places a duty on local authorities to offer an assessment to any carer who appears to have needs for support.
If you care for someone the local authority where they live should assess your needs as a carer, and offer you support to continue with your caring role if you are found to have eligible needs, that is, if the impact of your caring role significantly affects your wellbeing.

To request an assessment call 0161 342 2400 (office hours) - this is the number for the Tameside Adult Assessment and Customer Care Team.

Also Carers UK can offer advice and support. Get more information or contact them at <http://www.carersuk.org/> tel: 0808 808 7777.

- **Muscular Skeletal and Eye Team :** Led by Cath Shaw. Cath informed the group that the CCG has rehashed old and put new systems in place to save money and improve

the current service. A comprehensive report and flow charts are available on the practice website.

- **Communication and Liaison.** Bill informed the group that a new PPG Cluster system is being formed. The group is working out frames of reference and the constitution. This will be a good way for PPGs to consult with the CCG (Clinical Commissioning Group)
- Bill has been going to meetings of CHHECT – Community Home Hospital Emergency Care Team. The aim being to have a single point of contact for health and social care issues. Bill says that it's "Shambolic" and nothing is happening at the moment. The meetings are poorly attended by some of the agencies involved. Dr Hannan to take up with CCG the fact that patients who are volunteering their time and expertise are out of pocket due to parking charges when attending meetings. There is a promotion of "message in a bottle" where a patient's essential information & medication is kept in a small container in the patient's fridge where attending medics may find it.
- **Records access workshops.** Shafia will help anyone having difficulty with using their online access . These workshops are advertised in waiting room with the PPG email address for patients requiring help. (thornley.house.ppg@gmail.com)
- **Health Pledge 2015.** Ingrid said the group is looking at what works and is most effective in encouraging people to access website and pledge. There has been success with St. Georges School and 4th Brownies Denton and Hyde Community Action. Bill Goldthorpe is contacting the scouts, Rotary and other groups he has ties with.
- **IT.** Dominic is happy with the IT, no issues to discuss.
- **AOB.** Don has done a lot of research to clean the chairs in the practice. He has quotes to replace seats and backs and also to clean others. He handed over the file he has compiled for Wendy to action.
- Marilyn is interested in making a community garden around the surgery with input from St Georges school. Wendy to be contacted for partners' approval.

Next meeting dates: **Thursday 26th March 2015.... 1.30 to 3.30pm**
 Thursday 30th April 2015..... 1.30 to 3.30pm

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