

**Minutes of the PPG Meeting Held at Haughton Thornley Medical Centre,
Thornley Street, Hyde
28 January 2010**

Present:

Alan Yates (Chairman)
Dr Lisa Gutteridge
Dr Amir Hannan
Patrick Jordon (Practice Manager)
Yvonne Bennett
Bill Burgoine
Dorothy Burgoine
Sheila Caldecott
Delia Hulme
Margaret Rickson

Apologies:

Claire Kenyon

1. Welcome & Apologies:

The Chairman welcomed everyone to the meeting.

2. Minutes of the last meeting:

The minutes were agreed as being correct.

3. Actions from previous meeting:

Problems with prescriptions ordered online for collection by Hyde Pharmacy has now been cleared. Patients ordering prescriptions online may use the message box to state for Hyde Pharmacy.

Patients with online access can now have 2 appointments on screen, a doctor and a clinic appointment

4. Election of new Chair/Secretary:

Bill Burgoine was elected as Chair and Yvonne Bennett as Secretary for a 12 month period.

5. Dates for 2010 PPG Meeting

March 25th
May 13th
July 8th
September 30th
November 25th

All meetings will take place at 2.00pm at Thornley House Medical Centre.

6. New Partners / Nurses:

Two new Partners have joined the Practice. They are Dr Forida Abdullah and Dr Faisal Bhutta. Both doctors will be based at Haughton Vale.

Two new nurses have also been appointed, Catriona Mackinlay and Lynn Missel to replace the two which left (Vivienne and Cheryl)

When the new doctors have commenced at the Practice, arrangements will be made to update the photographs and to supplying name badges for Reception staff.

7. Single Equity Scheme

Unfortunately the last meeting held by the PCT was cancelled due to adverse weather conditions. Please note this is now to be held at Dukinfield Town Hall on 16th February at 10.00am -12.00 noon.

8. Teen Survey:

After information went out over 200 responded in the first week. The results were put on the website along with approved links for them to follow. This part was completed in under two weeks and meant that the information and links was available over the holiday period via the website.

Both the questionnaire and results (with links) are still available on the Practice Website.

Yvonne has agreed to send out information to all the schools who were approached.

9. Fibromyalgia (FMS) Support Group:

Although Claire was unable to attend the meeting she sent an update of the progress. A letter has now been prepared that will be sent to all patients in the practice with FMS. Claire has established an email address and is in the process of obtaining a mobile phone so that patients can either email, phone or text. Information will also be made available on the Practice website.

Other members of the PPG appreciated the amount of work that both Claire and Sheila have put into their specialised projects.

10. Practice Projects:

All members of the Practice are keen to give patients a high standard of care to suit their needs.

www.htmc.co.uk Has been very popular with patients, clinicians and non Practice patients. There are various links and articles which are all designed for patients. There is advice on many different conditions, a pre-consultation questionnaire, articles about self-care and many links to health information etc. Watching any of the videos can be very useful. There is a transport planner available on the bottom of the home page which can give travel directions plus numbers and times of busses, trains and trams.

There are always plans to improve the website without making drastic changes which breaks the continuity for regular users.

Library Course: Angela Spencer has now run two courses and is currently teaching the 3rd course. This is for the absolute beginner. Some of the things it teaches the keyboard, accessing the internet, setting up an email address and how to access your own medical records online. To find more information go to the home page of www.htmc.co.uk and from the home page follow the link for Computer course for beginners or phone Angela or Trevor on **01613343 889. (The 6 weeks course is available for £10 or free if on means tested benefits).** Anybody who has Records Access can also enquire about having a 'buddy' or being a 'buddy' to help accessing records.

Other Projects:

Integrated Care Pathway	Identifying people at risk
MS Support Group	Possibility to form support group
Vitamin D Deficiency Awareness	Rickets now on the increase
Prostate Cancer Awareness	Video (to be made)
End of Life pathway	Not just for those with immediate problems.

11. Appointments:

Non-emergency appointments can be booked up to 6 weeks in advance by phone or attending Reception. (Please phone after 10.00 am for non-urgent appointments) Doctor appointments can also be booked online.

If you attend an appointment and instructed to return anytime within 6 weeks, please book your appointment before leaving the surgery.

NB: Please note that you may need to see the doctor available rather than the doctor of choice when booking an appointment at short notice.

PPG members thanked the Doctors and Practice Staff for their interest and support for patients, their relatives and carers.

12. AOB

Members were given a copy of LINKNews and a PPG Newsletter from another group. These will be discussed at the next meeting along with any other ideas for the PPG.

Suggestions or comments can also be made via the website by going to Thornley House Medical Centre | Patient Zone and scrolling to the bottom of the page. You can also contact the PPG by letter at reception or by post to PPG, C/o Thornley House Medical Centre

The next meeting is to be held:
Thursday 25 March 2010 at 2.00pm
Thornley House Medical Centre
Thornley Street
Hyde
SK14 1JY
0161-367 7910
www.htmc.co.uk