

**Minutes of the PPG Meeting Held at Haughton Thornley Medical Centre,  
Thornley Street, Hyde, SK14 1JY  
31 January 2013**

**Present:**

Bill Burgoine (Chairman)	Patrick Jordan (Treasurer/Practice Manager)
Yvonne Bennett (Secretary)	Moya Berry                      Ingrid Brindle                      Dorothy Burgoine
Sue O'Connor	Dominic Sexton                      Dr Lisa Gutteridge

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

**1. Welcome:**

The Chairman welcomed everyone to the meeting especially new member Dominic Sexton

**2. Minutes of the Last Meeting:**

The minutes were agreed as being correct.

**3. Elections**

These were:

Chair: Ingrid Brindle                      Secretary: Moya Berry                      Treasurer: Patrick Jordan

**4. Events update**

- a) **February is National Heart Month.** The PPG have arranged a Special Awareness Day for the last two years. It was decided to have a break this year.
  - Heart Awareness information has been displayed on the notice board.
  - BHF booklets have been placed on the table. These will be checked to see if they need replacing.
  - Videos are still available on [www.htmc.co.uk](http://www.htmc.co.uk) website. These also include 'Hands Only' CPR videos
  
- b) **13 March is NO Smoking Day** and PPG members will be in the Surgery to hand out leaflets
  
- c) **April is National Bowel Cancer Month and 29 – 5 May is Sun Awareness Week.** Both these events were covered last year and videos are still available on [www.htmc.co.uk](http://www.htmc.co.uk) website.
  
- d) **20 - 25 May is National Epilepsy Week.** Muriel Nichols was hoping to attend the PPG meeting but circumstances prevented this. Muriel is the local contact for people with epilepsy in our area and we are intending to provide an Event. As there are many patients in the Practice with epilepsy it is hoped that we could have an evening event. There will be another PPG meeting (see below) before the time.

## **6. New appointment System**

The PPG had been approached by a number of patients to express their concerns about the new appointment system. The Practice Manager agreed to look into the concerns and if possible to try to incorporate some of the points into the system.

He was able to report that the new system has relieved the telephone log-jam that used to occur between 8:30am and 10:00am. In addition statistics provided by Tameside Hospital show that fewer patients from HTMC attend the A&E unit than before. Other practices in Tameside are considering adopting the same appointment system as HTMC.

It is clear that more patients are receiving attention and all are being dealt with where appropriate by a doctor. The designated doctor will call the patient back at the earliest opportunity or when the patient has requested a specific time. He or she will then book them in with an appointment if necessary. This could include with the doctor of choice if requested, providing it is appropriate and they are available.

Most patients understand that some doctors work at both HTMC surgeries, some only work part-time, all have to take holidays, and they occasionally succumb to illness (yes Doctors also get ill).

The PPG asked if it was possible for the Practice to provide a news letter explaining the appointment system to patients. It was felt that some of the complaints arose through lack of knowledge of the system. It has been agreed that a letter would be produced.

## **7. AOB**

There was no Link/Healthwatch update, as the meeting was mostly taken up discussing the appointment system.

## **8. How to Contact the PPG**

You can email us at [htmcppg@gmail.com](mailto:htmcppg@gmail.com). We also have our own page on the Practice Website [www.htmc.co.uk/pages/pv.asp?p=htmc4](http://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 28 March 2013 at 1.30pm  
Haughton Thornley Medical Centre  
Thornley House  
Thornley Street  
Hyde  
SK14 1JY  
0161-367 7910**