

Haughton Thornley Medical Centres

Patient Participation Group

Minutes of meeting 14 th July 2016

People present Ingrid Brindle (Chair), Dominic Sexton (Vice chair), Karen Crook, Claire Woodall, Kath Mills, Eric Bynon, Cathy Dobson, Cath Shaw, Wendy Povey (practice manager)

Apologies Josie Clegg, Sue O'Connor, Dr Hannan, Florence

1. Welcome by the Chair
2. The minutes of the last meeting were approved. Some issues will be carried over to the next meeting.
3. Ingrid reminded the Group about our award from the National Association of PPGs. We are now officially the most outstanding Patient Group in the UK!! This is a massive achievement and we need to make the most of it to persuade other patients that we are worth joining! Dominic is working with a patient who said they would help with logo & banner design so we can get some striking publicity in the waiting room. However because of the flood damage to both surgeries this may be several weeks away.

Action Everyone to think about ways we could recruit more members

4. Practice MattersWendy gave us a very comprehensive report on the flooding in both Haughton Vale and Thornley House. It really is incredible for both to be similarly flooded in the same time scale. It is going to take weeks for the surgeries to be back to normal. We need to remind patients how hard the staff have worked to maintain services and that we may need to be patient through the disruption. Thank you staff at both sites!

Action Some practice matters will have to be postponed until both the buildings and staff are running normally

5. Team reports

Musculo Skeletal ...Cath Shaw reported that she had not heard from the Musculo Skeletal people since April

Esol for health (English for speaker of other languages course) We need £2,500 to run the next course. Any ideas for funding gratefully received.

Health Pledge Campaign still continuing We are trying to persuade people to become Health Pledge champions. Make a pledge & persuade someone else to make one too. Can you do that? It's good for your health & theirs!

IT Only 8 people completed the survey about what they thought of the work of the PPG & ideas for the way forward. Although the 8 were positive, we are very disappointed with the response.....

Food Bank Contributions still welcome and necessary

Dementia awareness Cathy Dobson has continued to do great work helping the community to become more dementia friendly. Dementia awareness week was very successful with 2 well attended sessions. Cathy ran a course for 50 Volunteers at Tameside and also ran one in Dukinfield for 30 Councillors . She told us that Marion Coleman from Age UK would like to make us a "Flagship Practice" which would be very exciting. She also spoke to us about "The Accessible Information Standard" The Accessible Information

Standard requires anyone providing healthcare or social care to adults to ensure that they make information accessible to those who might have problems communicating because of sensory disability, learning disability, brain injury or disease. This means that information must be provided in alternative formats (such as large print, audio, Braille, easy read, etc) to suit the person, and interpreters (e.g. BSL interpreters) must be arranged where necessary. Every person who has a communication need must have a flag on their record along with a note as to what they need in order to be able to receive information or communicate effectively.

Missed appointments Karen & Josie are still working on ideas about how we can reduce the number of missed appointments. Missed appointments mean that there are fewer for other patients.

6. We had a brief discussion about what we should be doing next and how we can get more people involved. To be continued.....
7. Ingrid said that unfortunately Barbara Dresner will not be part of the PPG anymore as she has moved to Stockport. Barbara has been a great asset to our team and a good friend. She will be very sadly missed. We wish her every success in the future and hope she finds a good patient group to support. Thank you Barbara!
8. Date of next meeting Thursday 6th October 1.30
9. Contact details htmcppg@gmail.com