

# Haughton Thornley Medical Centres PPG

## Meeting minutes - 6<sup>th</sup> July 2017

Attendees:

Ingrid Brindle, Sue O'Connor, Dominic Sexton, Don Hunter, Cathy Dobson, Shafia Begum, Tom Steer, Deborah Smith, Gerald England, Tosuma Begum, Dr. Hannan, Ammal (Pharmacist)

### 1. Welcome and apologies for absence.

**Apologies:** Claire Woodall, Eric Bynon, Kath Mills, David Dickinson, Cath Shaw, Natalie Smale, Jenny Chapman, Olive Harper.

### 2. Approval of minutes of last meeting and matters arising.

No matters arising.

### 3. Practice Matters:

Ingrid is keeping in contact with Tim East.

(Action: Ingrid to send letter to answer questions we have)

The Wi-Fi configuration has been done wrong across all practices in Tameside work is ongoing to fix the problem.

My Medication Passports need to be out on display in reception.

The signage at Hospitals is impressive but more needs to be done at our practices. We also need a sign for 'PRIVATE ROOM' and for 'PHARMACIST'

We had a discussion on 'non prescription medicines' There are a lot of medications available over the counter and on the general shelving in shops and supermarkets. Some of these can affect the medication you are already taking on prescription. Please check what these contain before buying them. There is help on our website for more information.

There are still far too many **DNA's**. (People who **Did Not Attend** for their appointments) Although some of you may have a genuine reason to miss an

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appointment on the day, many are just booking appointments and not arriving. These wasted appointments could have been given to other patients in need of a Dr or Nurse.

(Action: Letters will be sent to patients who continually make appointments and do not attend.)

A Pharmacist will now be at the surgery every afternoon to help with any queries about medications and to help with prescription requests, discharge letters, etc. He will be able to help with any questions you may have about your medicines.

There is only a slight increase on ordering prescriptions online.

(Action: Dominic will work with the practice team to update the wording to encourage more use of the online service)

#### **4. Reports of progress from team leaders on special projects.**

**ESOL:** 16 ladies learning how to use online access, and directed to Libraries. Taught how to use Pharmacies and Drs. systems with any health issues they may have.

**SPECIAL MEETING** 'Learn to Sign up for Access ' Wednesday 26<sup>th</sup> July from 10am to 11am. Posters in Bengali and English will be put up in Local Churches and Mosques to inform them of this. All patients welcome.

**SELF CARE:** Jackie been at conference in department of Nursing. Our stall did well on Hyde Market. Many Health Passports were given out. We had some good feedback on bowel screening. Showing people The Sugar Smart App and Food Smart were a great success and everyone was fascinated with them.

Many people had health checks

**HEALTH PLEDGE:** OK

**PRACTICE IMPROVEMENTS** Ingrid is working on a medication chart to make taking medications easier

**DEMENTIA AWARENESS:** Cathy says there are now over 2 million 'Dementia Friends' and is working with Marian with Dementia Friends in the Tameside community.

**FOODBANK:** Slow but sure

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**5. Any other business...**

Ingrid is working on having a device in the surgery to do heart checks.

**Date of next meeting...**

**THURSDAY 12th October 1:30 pm**