

Minutes from the Zoom Meeting of Haughton/Thornley PPG

Date: 28 July 2020

This meeting was a Zoom meeting hosted by Dominic Sexton.

Present: Ingrid Brindle (Chair), Dominic Sexton (Vice-Chair), Cathy Lewis-Dobson (Sec.), Dr Gutteridge, Dr Hannan, Yvonne Bennett, Eric Bynon, Mary Goodliffe, Olive Harper

Dominic opened the meeting and welcomed everybody.

He introduced Dr Nadeem Ahmed who had been working on the Greater Manchester Digital Platform (LHCRE – pronounced lycra) to help patients engage and share information in all settings. He is building platforms that are available to share information in all areas e.g. consulting rooms, A&E, and hospital admissions. He shared a series of slides. The first slide was concerning Dementia Awareness which as a starting point is very person specific - what is it about me that I want people to know? Personal habits, religion, singing and walking, etc. This information goes into a tool so that patients do not have to keep repeating their story over and over again.

Dr Gutteridge said it would be good for all patients and needs to be a “living document” and to include “goals”.

Dr Ahmed said these could easily be added.

There is a screen which sits with the clinician who then has a summary of all the diary notes, treatments, and medications. Also included are any social prescribing and other patient information. This tool pulls all this information together.

Ingrid asked if patients would be able to see the information that the clinician can see (just like access to online records).

Dr Ahmed said “Yes, absolutely. They can also be part of the Healthcare Plan (Goals). A Pod is a device where all contributions are pulled together just like a personal Healthstore app. This app. can link “constellations of care”. These are people to whom the patient would like to give access to their personal information. The patient can also describe the bits they would like to share” DrAhmed should us how it would work using a patient called Brian. Anybody in your “constellation of care” would be notified if any significant event occurred. The patient would also be able to deny access to selected people if they so wished. He is hoping that the finalised version will be ready to start in Oct.

There followed a discussion regarding issues that may arise with the Pod.

Dominic thanked Dr Ahmed for his contribution and Dr Ahmed promised to keep in touch.

Dr Gutteridge talked to us about the Primary Care Network (PCN). This a network of the seven GP practices in Hyde, Dukinfield and Mottram. She said that the Network had employed extra staff to improve services in the area. There was a lot of very good stuff going on to improve patient care e.g. Jody had been employed to work with Care Homes and the Musculo Skeletal Team are working on complex care issues. Dr Gutteridge said the Hyde PCN was always ahead of the game!

There is also

- an allotment project which has allotments in Denton and Hattersley where people have been benefitting from regular visits.
- work to improve the support for people with dementia, the frail, the elderly as well those receiving palliative care.

Ingrid asked how we would be telling patients about these improvements. Dr Gutteridge said there are updates on the website about it all and the practice staff are able to refer patients to the new services on a case by case basis.

Dr Hannan pointed out that though the practice staff do inform those patients they are in contact with about what may be on offer it is the PCN itself that needs to inform the public in the area what good work is being done.

Dominic asked if there were any other developments at the practice that would be of interest to patients. Dr Hannan told us that there are two new receptionists who are doing well. Dr Guttridge said that the nurse that replace Catriona, Emma Sweeting, has been doing an excellent job working from home supporting patients remotely.

Dr Guttridge told us that for visits to the surgeries Covid-19 procedures are in place to ensure the safety of both patients and staff. As more people need face to face care a lot of planning has gone in to make it work as smoothly and safely as possible.

Dr Hannan told us about Shaheena who was a pharmacist who is becoming Advanced Practitioner working to support the doctors.

Dr Guttridge mentioned that with the wider ranges of options on offer it is very helpful if patients give plenty of information about their problems to the receptionist or when using Engage Consult online. That allows the patient to be directed to the most beneficial service for them.

Dr Hannan mentioned there are now three members of staff who are helping to support patients to sign up for the Online Records Access.

Yvonne asked about medication history not being shown in Records Access. Dr Hannan said he would check and get in touch with the developers to resolve the issue.

Eric asked about mistakes on prescriptions where some medications may be on a one-month cycle and others on a three-month cycle. He wanted to know how to resolve the matter. Dr Guttridge suggested adding a note to the repeat request but Eric said he'd tried that and is hadn't worked! Dr Guttridge said they would look into it.

Eric also mentioned that when using Zoom on a smartphone it makes it impossible to see the details of a presentation as we had earlier in the meeting so to bear it in mind.

Mary and Olive asked about flu jabs this season. Dr Guttridge said all the Hyde practices had pooled their supply of flu jabs and are working with the local pharmacists too. People will still be able to get the jab at the surgery, or at a pharmacy or at home if housebound. However, the majority of people should be able to use a pioneering drive through service at Active Hyde Leisure Centre with online

booking. That will greatly reduce the demand for services so they can better support the more vulnerable members of the community. Mary asked if they could be given at Enfield Court and Dr Guttridge said that sounds a good idea and would be looked into. Dr Guttridge said that they hope the flu jabs would be available hopefully in early September.

As there were no more questions from the patients Dominic thanked everybody for joining in and closed the meeting.