

Haughton Thornley Medical Centres PPG Meeting - 12th May 2016

Attendees: Ingrid Brindle, Sue O'Connor, Dominic Sexton, Don Hunter, Josie Clegg, Karen Crook, Cathy Dobson, Eric Bynon, Kath Mills, Claire Woodall, Barbara Dresner, Dr, Hannan,

Apologies: Jenny Chapman, Margaret Downs, Barbara Camm.

1. Welcome and apologies for absence.

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

Dominic has heard from Deb Smith that the 'repeat options' have been put into the phone service.

3. Practice Matters:

It was felt that the form to apply for Access to Medical Records was too complicated. Dr Hannan asked if we could all take a look and send any suggestions on how to Simplify it.

Ingrid is working with Tim East at EMIS to try and simplify online access.

(Action: Dr, Hannan will speak to Wendy and Debbie, and ask all staff to help, together with our PPG)

Ingrid suggested making a teaching video on how to use EMIS, and maybe include a talk on understanding test results.

It was mentioned that there are too many abbreviations on our notes which patients cannot understand.

(Action: Dr, Hannan will speak to all our Doctors and Healthcare Staff and ask them to explain the medical terms in full on their notes.)

English as 2nd Language Course is built around access to all health matters. Shafia Begum helps people to understand and teaches them how to use resources available such as Libraries, how to use the telephone system for consultations, completing the Medical Passport Booklet, the role of Pharmacies, and of course, EMIS (internet access to health records, appointment bookings, and ordering prescriptions).

Our PPG and Hyde Community Action have won the NHS North of England award Award for Education in Health. Special thanks to Shafia May we offer a huge WELL DONE from all of us here !!

We need support with funding for the next course. If anyone knows of any

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help available please let us know and we will follow it up.

Karen asked what the practice was doing about our high DNA (did not attend) figures, and how we can cut down on these wasted appointment slots. Ingrid said that some practices use a card system eg:

a) Sending a yellow card to ask why the appointment was missed.

(We understand there can sometimes be a good reason such as a hospital admission, emergency dental appointment, etc.)

b) Sending a red card to patients who consistently miss appointments.

(This card could explain the implication and the costs of a wasted appointment.)

(Action: Dr, Hannan will speak to Deborah to ask how PPG can help.

Could we send out letters for a month on a trial run ?)

We now have weekend and evening appointments available to help those who are working. Just phone the surgery as normal and ask for an evening or weekend time.

Dr. Hannan explained the protocol of a Telephone consultation.

A Dr. will telephone the patient within an agreed timescale. If a patient does not answer that call, the Dr. will call the patient back whenever they can.

That call will be prioritised on clinical need. They will try once more and if still no answer will update medical notes to say they tried to contact but got no answer.

From 23rd May both surgeries will be closed Wednesday afternoons from 1:00 pm.

There is a lot of administration work involved at the surgeries and the Secretaries need this allocated time where they have no interruptions from the reception desk. They have a high volume of clerical duties to do, including letters to and from Hospitals. Their job is very stressful and needs concentration and accuracy

The Out Of Hours service will be available.

We now have a Pharmacist at the surgeries. Jittam started three weeks ago and is at Thornley House Monday and Friday mornings, and at Haughton Vale Tuesday and Thursday mornings. Appointments are not needed, just

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come along and speak to him about your medications.

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

Foodbank - Donations received and delivered . Thank you to all who donate.

5. Any other business...

NHS Alliance. Dr Hannan explained the proposals of 'Group Consultations' He will link us with an organisation to help set this up.

Cathy Dobson and Marion Coleman are holding a Dementia Friendly Workshop at 4:30pm on Thursday here at Thornley House. They are working hard to get Tameside Hospital and our Practices Dementia Friendly. Ingrid thanked Cathy on our behalf for all the hard work she is doing.

There is a PPG interactive session at Birmingham University on 6th June from 1:00pm till 4:00pm. Lunch will be provided and we can help with travel costs. Please speak to Dr. Hannan if you wish to attend.

Barbara told us of the chaos caused by privatised services in the NHS with GP's having to pick up the mess they cause.

On Thursday 26th May there is a meeting at Hyde Town Hall in the Rutherford Suite at 6:30pm till 8:00pm on Keep The NHS Public.

Ingrid asked us all to post a review on NHS Choices Website. Our Practice only had three and a half stars, rating us amongst the worst in Tameside.

We at the PPG feel this is definitely not the case and does not represent the views of the majority of our patients.

You can go on as many times as you like to leave a review, not only once.

Ingrid also asked for us to reply to the survey on our PPG.

(Action: Dominic to re-survey).

Dates of next meeting...

THURSDAY 14th July 1:30 pm