

**Minutes of the PPG Meeting Held at Thornley Medical Centre,
Thornley Street, Hyde, SK14 1JY
28 March 2013**

Present:

Bill Burgoine (Stand-in Chairman), Moya Berry (Secretary), Yvonne Bennett, Dorothy Burgoine, Dominic Sexton, Harry Newman, Don Hunter, Marilyn Gollom

Apologies: Dr Amir Hannan, Dr Lisa Gutteridge Patrick Jordan (Treasurer/Practice Manager) Ingrid Brindle, Gill Anderton, Bill Goldthorp, Christina Howard, Margaret Rickson, Muriel Nichols

1. Welcome:

The Chairman welcomed everyone to the meeting.

2. Minutes of the Last Meeting:

The minutes were agreed as being correct.

20 - 25 May is National Epilepsy Week

? whether the Medical Centre will have a talk on Epilepsy.

Note from previous Minutes: 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.

3. Record Access Problems

A number of complaints about access have been received by Dr Hannan. Letters are now accessible apart from letters greater than one page. Yvonne said she was unable to gain access yesterday. Dominic requested PPG members to email him with access problems which he will collate and send to Dr Hannan. His email is dominic.sexton@gmail.com

Yvonne met with Tim East, Product Manager (EMIS) in Leeds. He will be coming to the Practice to look at the problems which have been occurring for over six weeks. It was suggested that we invite Tim to the next PPG meeting or have a special focus evening.

Comment was also made about the HTMC Web Page not being 'user friendly'.

4. Urgent Care in Tameside and Glossop

A Paper written by Richard Bircher (Chair of Tameside and Glossop Clinical Commissioning Group) was discussed. The Paper was written to local GPs highlighting financial difficulties and overspend. Whilst the Meeting agreed with Richard's 'Final Words', it was agreed that the Paper was not intended, nor suitable to be put on our HTMC website.

It was agreed that as none of the GPs were at the meeting it was difficult to give advice on the matter apart from suggesting ways of distributing information to patients such as via attaching a letter to Prescription printouts. How this would work if prescriptions were sent

direct to the pharmacy is not known although it was pointed out that printouts are attached when the prescription is handed out.

It was put forward that as PPG meeting dates are given out a year in advance, a GP and/or Practice Manager should be present at all meetings.

6. Link Update/HealthWatch

Bill reported that the Ambulance Service is now only attending to emergency 999 calls and that Arriva are now providing transport to and from non-emergency appointments.

HealthWatch Tameside (operational from 1 April 2013).

Bill declined an invitation to go onto the shadow HW Board. He described the difficulties he had experienced as LINK Chair in the past with Tameside Hospital and he felt that after five years it was time for a change of leadership.

7. AOB

- (a) 13 March NO Smoking Day:** 3 PPG members were in the Surgery to talk to patients and hand out leaflets, keyrings, etc.
- (b)** A letter was received from Gill Anderton regarding the meeting on Tuesday 26 March with Professor Rajan Madhok (ex Medical Director of Manchester CCG). A number of PPG members attended the meeting and discussed the benefits of having on-line access to our own notes. The Professor is currently working on transforming the Clinical Leaders Network.
- (c)** Wendy Gough (Mental Health) works for Tameside Council (@tameside.gov.uk). It was suggested she is emailed regarding the date of our next meeting.

8. How to Contact the PPG

You can email us at htmcppg@gmail.com. We also have our own page on the Practice Website 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 30 May 2013 at 1.30pm
Haughton Thornley Medical Centre
Thornley House
Thornley Street
Hyde
SK14 1JY
0161-367 7910**