

## **Thornley House Patient Participation Group**

### **Minutes of PPG meeting Thursday 26. 3. 15.**

**Present:** Bill Burgoine { Vice Chair } Marilyn Gollom {Secretary}, Dr Hannan, Wendy Povey { Practice Manager }, Deborah Smith { Deputy Practice Manager }, Dominic Sexton, Don Hunter, Dorothy Burgoine, Harry Newman, Cath Shaw, Sue O'Connor.

**Apologies:** Ingrid Brindle {Chair}, Jacqui Gladwyn, Victoria Newton, Audrey Maskell.

- Welcome and apologies.
- Matters arising..... None.
- Bill and Dominic attempted to play a DVD Dr Hannan brought to the group which has been produced for the Royal College of General Practitioners in Northern Ireland to promote PPGs and explain their function. Unfortunately this was not possible but is now available to view on the practice website
- Wendy introduced Deborah Smith to everyone as the newly appointed Deputy Practice Manager.
  - Wendy stated that the CQC (Care Quality Commission) inspectors are expected to visit the Practice any time. The PPG will be introduced and spoken to as part of the assessment.
  - Wendy reported back on the complaints procedure. Reception staff have a complaints form. Depending on the nature of the complaint it may be possible for the complaint to be dealt with promptly without the need for the more protracted route to be followed. Wendy will make the complaints procedure more visible for the patients

#### **Team reports:**

A new team has been formed: Premises and Environment Team led by Sue O'Connor. The aim of this team is to monitor and promote a healing environment within the surgery with emphasis on cleanliness and overall appearance.

- Food bank. Dorothy said that there had not been many donations and as the school holidays are imminent suggested putting out a call to patients via text or email with items required. At the moment these are: Tins of; Soup, chunky soup, meat, chilli,

tuna, curried meat. Puddings {not tinned} microwaveable, steamed, jellies. They are OK for cereals and pasta.

- Social Care Team: Cathy Dobson has provided a new factoid for this month from The Care Act

Under the Care Act 2014 everyone who has been assessed as having 'eligible needs' for care and support will have a 'personal budget'. This is the amount of money that the local authority thinks would need to be spent in order to meet your needs. People who have sufficient income or savings might have to make a contribution towards their own personal budget – this is determined by a financial assessment. If you have a personal budget you can let the local authority arrange services to meet your needs or you can ask for some or all of the budget to be given to you as a direct payment, which means you will be able to use it to choose services yourself to meet your needs. If you have direct payment the money must be used to meet the needs that the local authority has identified and recorded in your care plan.

To request an assessment of your needs call 0161 342 2400 (office hours) - this is the number for the Tameside Adult Assessment and Customer Care Team.

Social Care continued:

Also Carers UK can offer advice and support. Get more information or contact them at <http://www.carersuk.org/> tel: 0808 808 7777.

Bill told the group that he knew someone who arranged their own care in this way and it worked very well for them both financially and knowing their carers.

- Muscular Skeletal and Eye Team : Cath informed the group that the report is now finalised. The working group is keeping going and will monitor the procedure when it goes live, they are waiting for commissioning. One result of this work will be that dentists and opticians will undertake a greater role with their respective patients. A comprehensive report and flow charts are available on the practice website.
- Communication and liaison. Bill informed the group that CHHECT – Community Home Hospital Enhanced Care Team the aim being to have a single point of contact for health and social care issues. Bill informed the group that there has been little reportable progress in this area.
- Health Pledge and Self Care. Members of the Health Pledge team went to London this week and gave two presentations.
  - The first was to the Nursing Times where MMU (Manchester Metropolitan University) are finalists for working together with the community based on their work in Morrisons Hyde. The results will be announced on May 7<sup>th</sup> in London.

- The second was to the Health Service Journal (HSJ) Rising Stars, Dr Hannan was giving feedback on his year as a Rising Star and the Health Pledge was Ingrid's "Big Idea" after attending this event last year.
- Marilyn and Dr Hannan are meeting up with Richard Jones (a Tai chi teacher) to hopefully start providing Tai chi classes for patients
- Records access. Advertised in waiting room with phone number for patients requiring help.
- IT. Dominic is happy with the IT, no issues to discuss.
- AOB. Don has done a lot of research regarding the cleaning of the chairs in the public/Patient areas of the Practice. He has quotes to replace seats and backs and also to clean others. He handed over the file he has compiled for Wendy to action. Wendy is reluctant to make a decision on the chairs until after the visit by CQC in case their recommendations specify a particular style of seating for the surgery. The new Premises and Environment team will do some work on them in the meantime. Sue will work with Wendy regarding access.
- Marilyn is interested in making a community garden around the surgery, this is subject to landlord's approval and Wendy is working towards gaining this.

**Next meeting dates: .....**

**Thursday 30<sup>th</sup> April 2015 from 13:30 to 15:30**

**Thursday 28<sup>th</sup> May 2015 from 13:30 to 15:30**

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