

Minutes of the PPG Meeting Held at Haughton Thornley Medical Centre,  
Thornley Street, Hyde, SK14 1JY  
Thursday 29<sup>th</sup> October at 1:30pm

**Present:**

Ingrid Brindle (Chair), Bill Burgoine (Vice Chair), Eric Bynon, Jenny Chapman, Cathy Dobson, Barbara Dresner, Dr Amir Hannan, Don Hunter, Kath Mills, Harry Newman, Sue O'Connor, Wendy Povey (Practice Manager), Karl Radcliffe, Dominic Sexton, Cath Shaw, Natalie Smale (Diabetes UK), Clare Woodall

**Apologies:**

Dorothy Burgoine, Josie Clegg, Deborah Smith

The meeting was informed that Marilyn Gollom had stepped down as Secretary and this was accepted by the meeting. A request was made for a volunteer to take up this role and the official documentation would be amended at the appropriate time.

**Matters arising:**

A number of members were absent when the 'Medication Passport' booklet was discussed at the last meeting so Ingrid gave a full explanation of what it was and its valuable use for Patients without Record Access (RA) but equally as a supplement for Patients with RA.

It was suggested that it might be good to work with the Pharmacy as well as the Practice to distribute these booklets to Patients.

Ingrid also requested that the producers of these booklets would very much appreciate feedback on their use. This can be done via the PPG.

**Practice Matters:**

- Following some extensive research and careful balancing of requirements and expectations, Wendy has indicated that a new Computer-based telephone system will be installed. As part of the final decision-making process a demonstration of the functions of one possible system is to be given on Wednesday 18<sup>th</sup> November from 9:30 at Thornley House to a meeting of the Partners; PPG members would be welcome to see this demonstration.
- Sue O'Connor raised a question about the 'automatic' medication change that had happened recently. She had realised that this had created conflicts with other medication she had been prescribed and had endeavoured to make an appointment with the Practice Nurse. Both Dr Hannan and Wendy indicated that this should be changed back immediately and it would be classed as an emergency and a GP (telephone or actual) appointment should be booked.
- Don Hunter asked if it was possible to see the report from the recent CQC Inspection of the Practice. He was advised that the report is viewable on the CQC website [www.cqc.org.uk](http://www.cqc.org.uk), but it may well be downloaded to the HTMC website later.
- A new receptionist has been appointed and it was noted that a representative of the PPG will be included in the Recruitment/Appointment process for all practice staff in the future.

**Haughton Vale Matters:**

- Wendy was able to inform the meeting that a new temporary Health Care Assistant (HCA) had been appointed to work part time at Haughton Vale. She hoped that this could eventually be made a permanent appointment with possibly additional hours in the future.
- The Food Bank collection system has now been established and several suggestions were given regarding publicising this function, including use of the Waiting Area TV, and SMS Text messages.

- Jenny agreed that she would be willing to produce a 'Food Bank Poster' for use in both the waiting areas.

### **Team Updates:**

- *Health Pledge and Self Care:*
  - Ingrid brought everybody up-to-date on what would be happening during Self Care Week which will start this year on Monday 16<sup>th</sup> November. This year it will be subtitled as Self Care for Life, and Jacqui Gladwin will be in Morrisons with a team of Students from Manchester Metropolitan University (MMU) offering Health Checks and advice to customers from 10am to 4pm each day. All patients welcome to drop in & support
  - On Saturday 21<sup>st</sup> November the PPG will have a stall in the Clarendon Shopping Precinct, where shoppers will be encouraged to consider aspects of Self Care and shown the benefits of Health Pledge. The stall will be there from 9.30 am to 4pm and Ingrid asked all PPG members to come along & help if only for a couple of hours.
- *Workshops:*
  - Shafia includes in her 'English Speaking' courses, a demonstration of Medical Record Access with hands on practice and it has been suggested that she could introduce the 'Medication Passport' for use by her students.

It was noted that Health Education England were very interested in our efforts in this regard and they were considering using our PPG as a model in a case-study they were putting together.
- *IT:*
  - There was nothing to report at the present.
- *Food Bank:*
  - The delivery this month was made on Saturday and there were different people in the distribution centre (Central Methodist Church Hyde) and they stated that Toiletries would be more than acceptable, especially coming up to Christmas.
- *Musculoskeletal/Ophthalmology:*
  - Dr Hannan told the meeting that it is now possible for Opticians to directly refer their Patients to hospital.
- *Communication:*
  - Bill described the first meeting of the Patient Network Group and requested that Care UK who provide GM CATS (Greater Manchester Clinical Assessment and Treatment Services) should receive feedback from anybody who had used their services.
  - Kath Mills was able to describe to the meeting the shocking details of wildly incorrect diagnoses which were entered into her medical record by Care UK and took ages to correct. She had already had contact with them advising them of this serious error.
- *Dementia:*
  - Cathy Dobson successfully completed the training course and is now a Dementia Awareness Champion. As such she is able to give Dementia Awareness training to others. She will liaise with Wendy to arrange training sessions

### **Devo Manc:**

Barbara Dresner gave a very interesting and informative update and explanation to various aspects of the Northern Powerhouse/ Devo Manc constitutional changes that are about to affect the Health Provision in the Greater Manchester area. She had done a great deal of research and indicated how very much more there was yet to discover. These changes will be significant and far reaching in regard to the health and wellbeing of all of us and our communities.

Date of next meeting December 10<sup>th</sup> 2015 at 13:30 pm to 15.30pm