

***Minutes of the meeting held at Thornley House  
25<sup>th</sup> September 2008***

**Present:**

Don Hunter (Chairman)  
Bill Burgoine  
Dorothy Burgoine  
Dr Lisa Gutteridge  
Dr Amir Hannan  
Patrick Jordan  
Margaret Rickson  
Yvonne Stone

**Apologies:**

Yvonne Bennett  
Moirra Hulme

**1) Minutes of last Meeting**

The minutes of the last meeting were agreed having been made available to all patients via the PPG notice board in the Waiting Room, by e-mail or via the Practice web-site.

**2) Pharmacy**

The meeting was informed that Mr Jordan had spoken to the new owner who advised him that he would be coming round shortly with a builder/shop-fitter to plan the layout of the Pharmacy.

**3) Men's Health Session**

○ Date & Time

It was decided to set the date as Wednesday 22<sup>nd</sup> October at 14:00 'till 15:00.

○ Leaflets

- Mr Yates would send an electronic version of the Last A5 leaflet used for publicity to Dr Hannan, Mr Jordan and Mr Burgoine.
- This would be amended to show the new date and time and the Practice address ( for any Haughton Vale patients)
- These would be distributed at both sites during the 'Flu Clinics on Saturday 4<sup>th</sup> October and Saturday 18<sup>th</sup> October (09:30 – 12:30) as follows
  - Sat 4<sup>th</sup> October at Haughton Vale by Bill Burgoine
  - Sat 4<sup>th</sup> October at Thornley House by Don Hunter and Yvonne Stone
  - Sat 18<sup>th</sup> October at Haughton Vale by Alan Yates
  - Sat 18<sup>th</sup> October at Thornley House by Don Hunter and Bill Burgoine

- The Leaflets would be printed at Thornley House and made available on the Reception desks. Dr Gutteridge suggested that printing on luminous paper might prove more attractive,
- The Leaflet would be displayed on the appropriate page of the HTMC Web site
- Mail-shot
  - Mr Jordan will prepare a search of the patient population to create an address list of approximately 250 male Patients in the appropriate age group to whom the leaflet could be sent.
- GP availability
  - It was hoped that Dr Hannan, Dr Ahmed and Abdul Salam (lifestyle support worker who has just joined the practice) would be able to attend.

#### 4) IT Update

Dr Hannan informed the meeting of the following IT related items.

- a) The HTMC Web site was going from strength to strength. So much so that other Practices were making enquiries regarding using a similar format as their own.
- b) The Practice has acquired an e-mail address for itself - [htmcpatient@nhs.net](mailto:htmcpatient@nhs.net). This of course is not intended for Patient to Practice/GP/Nurse confidential communication, but rather for general questions. It will be publicised on the HTMC site.
- c) Katie Rumney has taken on the role of dealing with Patient queries and support for the Record Access System.
- d) Following a query by Margaret Rickson, Dr Hannan will be speaking to the Record Access System developers regarding the records which state incorrectly that a consultation was carried out at Haughton Vale instead of Thornley House.
- e) On the 23 October the Practice will be hosting a conference at which the advancements in Patient empowerment as seen at Haughton Thornley will be discussed.

#### 5) 'Flu Clinics

All members were given the schedule for those Clinics planned, but more are to follow. See [www.htmc.co.uk](http://www.htmc.co.uk) for details.

#### 6) Patient Survey

The Survey is already under way and wherever possible it was hoped that the PPG members could assist Reception staff by distributing the questionnaires and helping Patients who were having difficulties.

7) Any other business

- a) Dr Gutteridge was able to advise the meeting that the surgery hours on Mondays had been extended by an additional 6 hours to provide times when working patients could be seen outside the normal surgery hours.
- b) Contrary to the normal complaints that Patients were unable to see a GP, Mr Yates found on one occasion that he was directed to a GP appointment when he knew it was only necessary to see a Nurse. It was pointed out that in fact the Nurse appointments are quite often more difficult to arrange than the GP appointments.
- c) Mr Burgoine asked if it was possible to move the date of the next meeting one week back to Thursday 4<sup>th</sup> December and this was agreed.

**The next meeting is to be held on  
Thursday 4<sup>th</sup> December, 17:45 at Thornley House.**