

**Minutes of the PPG Meeting Held at Haughton Thornley Medical Centre,
Thornley Street, Hyde, SK14 1JY
26 September 2013**

Present:

Ingrid Brindle (Chair)	Wendy Smallwood (Treasurer/Practice Manager)
Yvonne Bennett	Bill Burgoine Dorothy Burgoine Sue Edwards
Marilyn Gollom	Dr Lisa Gutteridge Dr Amir Hannan Don Hunter
Maurice Jones	Dominic Sexton

Apologies: Gill Anderton

1. Welcome:

The Chairman welcomed everyone to the meeting especially new members Sue Edwards and Maurice Jones. A special welcome to Wendy Smallwood our new Practice Manager who also accepted the role as PPG Treasurer.

2. Minutes of the Last Meeting:

The minutes from 30 May 2013 were agreed as being correct. **Elaine Richardson from Tameside and Glossop CCG** has requested to visit the meeting to be held 5 December 2013 to update members on the patient feedback. This was approved.

3. Resignations:

Margaret Rickson has sadly resigned from the PPG due to ill health. Margaret has been a member since it was formed. She has made a great contribution throughout the years. Margaret has travelled to many health events informing members of the medical profession the importance of patients having access to their medical records online and being able to play an active role in their own healthcare.

At 76 she not only learnt how to use a computer at the Library but also bought her own laptop. She was the first person in the Practice to order her repeat prescription online. After accessing her full medical records she was able to use printouts of these when her hospital records were 'missing'. She was able to explain to the Anaesthetist exactly what they meant demonstrating that older people are able to learn new skills, understand them and take an active role in their own healthcare.

Her new found skills encouraged her to join Facebook in order to keep in touch with grandchildren in other countries. Margaret's encouragement for others can be found many times on htmc website.

Moya Berry has also resigned as Secretary and from the PPG due to personal commitments which coincide with the PPG meetings. Moya has been a PPG member since 2010 and has always been a great help particularly at events in hosting a stand giving dietary advice in her role as a healthcare professional.

4. Record Access

Most problems now seem to have been rectified with the exception of letters. Patients find it very frustrating in not be able to select the correct letter. Previously, before the change to Emis-web, the listing mentioned the department concerned e.g. 'letter from cardiology' whereas now it is by numbers. The date may not always been known, especially if trying to locate an older letter.

5. Self-Care Week

It was decided not to hold a special event day this year but instead a market stall in Hyde town centre, which would make it more accessible to people. It was thought that people from other surgeries would also benefit a public information stand, which could include both health information and also highlight the patient benefits Records Access. Wendy Smallwood will get in touch Tameside Council to make arrangements hopefully for Saturday, 23 November 2013. Ingrid Brindle, Marilyn Gollom, Dominic Sexton and Don Hunter have all volunteered and more volunteers would be a great help. Confirmation will be made if we are able to get permission.

6. Waiting Room

Plans are being made to reorganise the waiting room area, health information and notices and the PPG will assist where necessary.

7. Healthwatch Update

As PPG member Bill Burgoine has now retired from Healthwatch there will be no more updates. Anybody who is interested can find information direct from Healthwatch from www.healthwatchtameside.co.uk or phone them direct on 0161-339 4985.

8. AOB

A suggestion was made that a joint meeting with Haughton Vale PPG should be arranged to exchange ideas and common grounds to both sites.

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 5 December 2013 at 1.30pm
Haughton Thornley Medical Centre
Thornley House
Thornley Street
Hyde
SK14 1JY
0161-367 7910**