

MINUTES OF THE PPG MEETING HELD AT HAUGHTON THORNLEY MEDICAL CENTRE

THORNLEY STREET, HYDE, SK14 1JY

THURSDAY 10TH SEPTEMBER 1.30 pm.

PRESENT:

INGRID BRINDLE [CHAIR], BILL BURGOINE (vice chair), MARILYN GOLLOM [SECRETARY], DR. HANNAN, DEBORAH SMITH {DEPUTY PRACTICE MANAGER}, DON HUNTER, DOROTHY BURGOINE, CATHY DOBSON, KARL RADCLIFFE, NORMAN RENWICK, MAVIS TRACY, JOSIE CLEGG, BILL GOLDTHORPE, BARBARA DRESNER, HARRY NEWMAN, CATH SHAW.

APOLOGIES:

VICTORIA NEWTON, DOMINIC SEXTON, ERIC BYNON.

- **Matter arising** from previous minutes. Bill noted that Wendy attends the G.P. Locality Group and not as stated in the last minutes the Patient Locality Group.
- **Practice Matters:** The chairs in the surgeries will be steam cleaned as part of a rolling programme starting on Wednesday 23rd September. Ten from Thornley and ten from Haughton Vale waiting rooms to be cleaned per month followed by the consulting room and the treatment room chairs.
- The surgery is recruiting an additional receptionist who will be used across both practices.
- Deborah is meeting with a telecommunications company to look at upgrading the present system. There have been complaints regarding the present system.
- The large screen separating the receptionists from the waiting room is to be removed and replaced with a more user friendly reception area.
- Harry asked how long does it take for results to be visible on records access from the time the doctors receive them? Dr Hannan replied that it is dependent on the Dr's schedule but they attempt to have them uploaded within 24 hours.
- Ingrid spoke to the group about the medical phone App available and also the ICE App.
- **Workshops:**
- **Cathy –Dementia Awareness.** Cathy told the group that Jackie Crowther, a dementia expert from the University of Liverpool, is prepared to come and give a talk to the group and share her expertise. The group agreed this would be welcomed. There is now more emphasis on dementia friendly communities and Cathy, after completing her Dementia Friend training, is going on another course to become a Dementia Champion. This training will qualify Cathy to then train interested parties to become Dementia Friends. The group welcomed this opportunity.
- **Haughton Vale :** No matters arising.
- **Shafia:** Shafia is working with Hyde Healthy Living Project. She is giving ESOL (English for Speakers of Other Languages) courses on Tuesday mornings at Thornley House, she will promote records access alongside these courses. Shafia is still happy to accommodate anyone who requires help in accessing their records.
- **Communication and liaison:** Bill reported that lots of meeting have been cancelled. The bringing together of healthcare and social care sectors meetings have been abandoned, the

ECN (Emergency Care Network) structure of PPG's is on going. Patient Network Group meeting where every PPG may be represented is an opportunity for patients to influence the CCG (Clinical Commissioning Group) where monies are spent in their local area. The next Patient Networking Group meeting is 12th October.

- **Health Pledge:** Ingrid brought the group up to date with Health Pledge, she promoted it a recent Expo she attended.
- **I.T.:** Dominic is setting up an IT group to help with IT issues. He is leading a project to allow patients to access their records and other practice information via tablets or their own smartphones in the waiting room.
- **Food Bank:** Dorothy reported that the food bank coped well with demand in the school holidays. They require tinned sponge puddings and tinned meats. They do not accept toiletries.
- **Muscular skeletal, ophthalmology .** Cath had nothing to report this month.
- **Youth Survey:** Yvonne has no further information at this point.
- **Self Care:** The market stall in Clarendon Mall is reserved for Saturday 21st November, Wendy has the paperwork. Jacqui is recruiting students for the week in Morrisons following on last years success, the new manager is happy to facilitate them.

- **Any Other Business.**

Ingrid introduced My Medication Passport to the group. The practice will be actively promoting this especially for patients who do not want records access and as an enhanced service for people with records access. Ingrid is currently sourcing plastic covers for the passports as a fundraising opportunity for the PPG. Josie had been asked to find information regarding cataracts, this information was shared with the group and documentation which explained the entire procedure of cataract surgery including postoperative care was given. This information is also available online. Barbara will speak about issues surrounding Devo Manc at the next meeting.

Next Meetings: Thursday 29th October at 1.30

Thursday 12th November at 1.30

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