

Haughton Thornley Medical Centres

Patient Participation Group

Minutes of Meeting held on 29th September 2020

via Zoom

Present: Cathy Dobson (Secretary), Dominic Sexton (meeting chair), Ingrid Brindle (PPG chair), Eric Bynon, Amir Hannan, Lisa Gutteridge, Deb Smith, Mary Goodliffe, Olive Harper, Yvonne Bennett, Ruth Clough, Christine Greenough, Maya Berry, Mark Hindle, Kate Bradley, Kath Mills

Apologies: Roger Paul

1. Dominic opened the meeting.
2. Ruth Clough joined the meeting to talk about the allotments project. She is a Health and Wellbeing Coach with the Healthy Hyde Team. They work with patients from the 8 practices in the Hyde area.

The aim is to help people to make improvements to their health and wellbeing in any way that works for them, such as through meeting others or making changes to their lives. Things that can be addressed include managing emotions, controlling weight or taking medication. One of the coaches is able to help people with hypertension.

The team can offer direct help or signpost to other services.

There are two allotments – the smaller one is in Hattersley and the larger one in Denton.

One aim of the project is to start to do therapeutic craft and horticulture.

Referrals can come from anywhere, including self referrals. Group sizes can be up to 15, but smaller groups of 5 are preferred at the moment, although meetings are outdoors. There was a bit of discussion in the meeting around referrals and how this can link with social prescribing,

They are currently looking for a patient group to run the Denton allotment, so if anyone wants to get involved please make yourself known.

Funding is required. Currently they'd like to buy some polytunnels for the therapeutic horticulture (cost approx. £1500 to £2000) and a shed for small group crafts and therapy (cost approx, £5000), also fencing (approx. £2000). It was suggested the Men In Sheds might be able to help. Ruth has already been in touch with them, as well as some army veterans.

3. Are patients being seen? Dr Hannan talked about how the recent news report that Gps are not seeing patients is not true for patients of this practice. The surgeries have remained open throughout the pandemic and, although technology is being used more than previously, patients are still being offered face to face appointments where needed.

The number of patients coming into the buildings has to be restricted and those who do come in must wear masks if they can.

Engage Consult has been used more than previously – this has freed up the phones for those who can only telephone.

4. Flu Clinics are going well. The 8 local practices pooled their resources to create the drive through clinic. Patients need to register and book and then just turn up in their cars. Drivers and passengers can be vaccinated.

For those who can't use the drive through clinic local pharmacies are also providing flu vaccinations.

Household members of those who are shielding are eligible for vaccination, even if they would not normally qualify.

Those who can't book online can call the surgery.

Christine thanks all those at the practice who have been involved in setting up the flu clinic, and Ingrid extended her thanks to all who've been keeping the surgeries going since March.

5. Question re interactivity of Patient Access. Can it be used to send messages? Answer is yes, and questions can also be answered via Evergreen Life, Engage Consult, or telephone. It's not recommended that patients use email as it's not secure.

This is the link to Engage Consult <https://wsp.psf-live.co.uk/5241/#/portal> It's also available on the HTMC website.

If using Engage Consult, answer as many questions as possible and give as much information as you can – that way you can be dealt with as quickly as possible.

6. Organ Donation. There was a discussion about organ donation, now that people have to opt out of being an organ donor, where before they opted in. Dr Hannan revealed that he has registered to be an organ donor and is finding that it's encouraging him to take better care of himself!

People of Asian heritage are less likely to become organ donors and more likely to need transplants. Dr Hannan is trying to encourage more to become organ donors.

7. Mark Hindle, MD of Evergreen Life, is now part of our PPG. He introduced himself (married to Katie, father to a four-year-old, registered organ donor, local lad!). He's interested in getting feedback about what it's like to use Evergreen Life. One suggestion from the meeting is that an alert when your record is updated would be useful.

Evergreen Life's funding came originally from its founder, Stephen Critchlow, who is in the process of setting up a charitable foundation. He is interested in reducing NHS research costs by sharing data. The app includes some features such as DNA testing which contribute towards its running costs.

Dr Hannan talked about how using the wellness scores within the app can help some patients who are suffering anxiety, depression, weight gain, etc during the pandemic. He wondered how Evergreen Life could be used to signpost people to local sources of help and support.

He also noted that Healthy Hyde can help with motivation, and health and wellbeing coaching.

The meeting was brought to a close.

8. Next meeting date – Tue 26th Jan 2020 at 3:00pm