

Thornley House Patient Participation Group

Minutes of meeting Tuesday 23rd September 2014

Present: Ingrid Brindle {Chair}, Bill Burgoine { Vice Chair} Marilyn Gollom {secretary}, Dr Hannan, Dominic Sexton, June Machin, Don Hunter, Barbara Dresner, Norman Renwick, Catherine Collingwood, Brian Pugh.

Apologies: Wendy Smallwood { Practice Manager}, Muriel Nichols, Janet Hackney, Cath Shaw, Dorothy Burgoine.

- **W**elcome, apologies and introductions to new members.
- **M**atters arising. Dr Hannan clarified that patients will keep the name patients not customers as previously mentioned. The practice is continuing to develop online services to release staff to extend services they are involved with. Emis have updated the system and patients will be able to book a telephone appointment online. At the moment although the service offers a timeslot for the telephone appointment keeping to this time will not always be possible. The next update in the system will specify morning or afternoon slot.

Team reports:

- **C**ommunication and liaison. Bill reported meeting with the Chair of newly formed Donneybrook House PPG to offer help and advice. The CCG {Clinical Commissioning Group} AGM is taking place tomorrow on the 24th September. This Friday the 26th the CCG is also holding a meeting with PPG's at Windmill Lane Denton from 9.30 – 11 am. There will be a report back at the next meeting.
- **F**oodbank: Bill has enlarged and displayed sign to identify which foodstuffs are needed for the foodbank, it is displayed in a prominent place and the food bank appears to be well supported.
- **R**ecords access. Shafia reported that there is a lack of attendance at the Thursday workshops. There will be a drive to advertise this more and to hold workshops when demand is up again. Dr Hannan suggested staff may offer workshops when patients present themselves for their flu jabs. The PPG has offered assistance at the flu clinics to help with records access.
- **H**earth Pledge and **S**elf Care Week. Ingrid recapped the success of last year for the benefit of new members and an explanation of Health Pledge. Five hundred pounds has been raised which will be used for banners and leaflets. Further fund raising is on going.
- **I**T. Dominic gave an explanation of the Health Pledge website for new members outlining smart targets, ability to pledge online, downloadable

resources for individuals and organisations. Ingrid has asked a graphic designer for help designing possible images for banners etcetera which highlight inclusion. Dominic has tweaked the logo font and colour.

- **C**onstitution of PPG has been circulated and amended and re circulated for approval. The Constitution was formally accepted by the PPG. The following offices were accepted:
- Chair.....Ingrid Brindle
- Vice Chair....Bill Burgoine
- Secretary....Marilyn Gollom
- Ten named members are required. At this meeting Dominic Sexton and Don Hunter were co-opted. Other members will be added.
- **A**.O.B. Don informed the group of a situation where a letter was sent from the hospital telling of a missed appointment. In fact the patient had not been given an appointment. This is not an isolated incident, Dr Hannan pointed out that the CCG will still have to bear the cost for the “missed” appointments and the patient will have a longer wait time plus distress caused. Dr Hannan will investigate. Ingrid suggested writing a letter from the PPG, the group will signpost the patient and help with the complaints process to record concerns. Ingrid suggested having a taxi line in the surgery.
Don is investigating an economical way of keeping the chairs in the surgery clean.
Flu injection clinics start on the 29th September.
Electronic prescription service starts today, the 23rd. Patients on repeat prescriptions may nominate a pharmacy who will keep the prescription on file for duration of script. This system is suitable for patients whose prescription do not change frequently.
There is a diabetes awareness event arranged by Donneybrook House Surgery held at Audenshaw Masonic Hall on the 8th November, details in the surgery.

Next meeting dates: **Thursday 30th October at 1.30**
 Thursday 13th November at 1.30

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