

Haughton Thornley Medical Centres

Patient Participation Group

Minutes of Meeting held on 21st May, 2019

In the Health Promotion room at Thornley House Medical Centre

Present: Ingrid Brindle (Chair), Dominic Sexton (Vice Chair), Cathy Dobson (Secretary), Olive Harper, Mary Goodliffe, Jen Mellor, Phil Barker, Deb Smith, Harry Newman, Dr Gutteridge

Apologies: Glenys Mottram, Kath Mills, Yvonne Bennett, Roger Paul, Kate Bradley, Cath Shaw

1. Ingrid opened the meeting. Apologies were recorded.
2. The minutes of the last meeting were accepted.
3. Matters arising.
 - a. From AGM. Ingrid missed the last meeting and so had not had chance to raise issues from the AGM. She suggested that more PPG members might become officers of the PPG. Harry, Jen, Mary and Olive agreed to take on the role.
 - b. From 3.1, Park Run. Nobody from the PPG attended the Park Run on April 13th. Dominic invited to PPG to join Park Run on the Park Run Practices anniversary on June 22nd.
 - c. From 6, Dementia Action Alliance. Cathy was asked to provide information about the Dementia Awareness even happening at Asda on May 23rd. Addendum – apologies for failing to do this but I will report to the next meeting.
 - d. From 7, LPA. Cathy to send out a link to Advance Directives so that people can see the form online. Addendum – this can be found in many places; it's provided by several charities. See <https://compassionindying.org.uk/making-decisions-and-planning-your-care/planning-ahead/advance-decision-living-will/> for an example.
4. Practice Matters
 - a. We will soon become the first autism-friendly practice in the area. This is also help to make us dementia friendly. The waiting room is being redesigned to make it a calmer environment. Currently the practice does not know how many patients it has with autism and is trying to identify them.
 - b. Person Centred Practice. At a training session for staff from all practices there were eight from HTMC who joined in. The aim is to identify champions in different areas who will facilitate bringing the community into the practice.
 - c. Re disability friendly practice – Ingrid suggested the provision of a handle for people to use to rest their sticks, leaving both hands free when at reception. Deb asked for ideas like this to be passed to the receptionists.
 - d. Primary Care Network is a national initiative that encourages practices to work more closely with other practices in their neighbourhoods. Clinical leads and board members have been appointed to make this happen. In this area it will build on

neighbourhood working that already happens. All surgeries will work in similar ways, learning best practice from each other and sharing equipment and expertise.

- e. The urgent treatment centre is now at Tameside Hospital.

5. Questions for practice representatives

- a. Question about chiropody. Can we have more information about the provision of chiropody/podiatry services. There is a walk-in centre available. **ACTION Deb to investigate and provide information.**
- b. Suggestion that when all appointments for the day are full there should be a recorded message to inform the patient so that they don't hang on waiting for their phone call to be answered. Problems with this are that there will still be urgent appointments reserved and that other appointments might be able to be offered out of hours. There are several ways on getting in touch e.g. via online appointment booking, Engage Consult (look at the website close to where you can log in to Patient Access or Evergreen Life – the completed form will be seen by a GP who will check it and call the patient. You should only try to call at 8am to book an urgent appointment or if you cannot use other methods to contact the surgery.
- c. Nurse's appointments are difficult to book – they are always several weeks ahead. There is a particular problem at the moment as Jean Eades is off sick. **The PPG sends best wishes to Jean.**
- d. There's a new mental health service called Minds Matter. This is running alongside Healthy Minds, and patients are able to self-refer to both. These can be used to access short term counselling and signposting to community services. Contact details are available at reception.
- e. Can we remind patients about the practice website? May add a note to the appointment reminder texts?
- f. How good is turmeric? It might be helpful for joint pain and at the moment there is no evidence that it interacts with other medication so if it helps, it is currently considered safe to use.
- g. TV screen in waiting room is too busy, the text is too small and it's not up to date (e.g. showed wrong date for next PPG meeting). Mary (was) volunteered to help redesign the display.
- h. Phil mentioned that there is funding available from the Royal British Legion for veterans who need hearing aids. He will share the details with the practice.

6. LPAs. This item was postponed till the end of the meeting, and most people did not stay for it.

7. Any other business.

- a. There will be a stall organised by the PPG neighbourhood group in Hyde market on 10th August – 'What's on in your Community'.
- b. On July 12th there will be a patient day in Glossop.
- c. Ingrid shared her experience of influencing practice in Tameside Hospital when she was an inpatient recently. She drew the pull cords to the attention of Infection Control as they were made of absorbent material and therefore unhygienic. They have since been replaced throughout the hospital! She also raised the issue of inpatients needing somewhere to place their wash bags as they can only be put on the bin or the floor. This is an ongoing problem for patients.

- d. There are still queries about test results in patient records – if they are abnormal should the patient worry?
 - e. Earwax vacuuming used to be done at the hospital but is not done there any longer. Could this be offered at the surgery. Advice generally if you have earwax is to soften it with olive oil over several days.
8. Items for next meeting. None suggested.
9. Date of next meeting is Tuesday 2nd July.

Please send comments, suggestions or apologies to htmcppg@gmail.com and thank you for being involved in the Haughton Thornley PPG.