

**Minutes of the PPG Meeting Held at Haughton Thornley Medical Centre,
Thornley Street, Hyde
26 November 2009**

Present:

Don Hunter (Chairman)
Megan Harrison (Assistant Practice Manager)
Dr Lisa Gutteridge
Dr Gyan Singh
Yvonne Bennett
Claire Kenyon
Margaret Rickson
Alan Yates
Linda Thompson (CATS)

Apologies:

Dr Amir Hannan
Patrick Jordon (Practice Manager)
Bill Burgoine
Dorothy Burgoine
Delia Hulme
Muhammad Abdulmalik Ali (Hyde Pharmacy)

1. Welcome & Apologies:

The Chairman welcomed everyone to the meeting. Despite holidays and previous commitments the meeting was well attended. Claire Kenyon was welcomed to the meeting as new patient representative.

2. Minutes of the last meeting:

The minutes were agreed as being correct.

3. Resignation and Election of New Chairman:

It is with regret that after over 4 years Don Hunter has resigned as Chairman of the PPG. Don has other commitments that he wishes to follow. Don assured other members that he would still continue to attend PPG meetings as often as possible.

During his time as Chairman Don has seen the opening of the pharmacy next door to the Surgery and was also able to witness the forming of the Warfarin Clinic pioneered by fellow PPG member Margaret Rickson. Both of these took some time to happen but now fellow patients are benefiting from these services. Fellow members thanked him for his work and very much appreciated his commitment to the group.

The election of a new chairman was deferred to the next meeting when the secretary would be present. Alan Yates has kindly stepped in to be Chairman for the next meeting.

4. Pharmacy Figures:

Although the use of Hyde Pharmacy is reasonable the PPG would like to increase the use of the pharmacy so as to retain its usage. One suggestion was that patients using Emis Records

Access to order their repeat prescriptions were able to use the 'message box' to request their prescriptions be given to Hyde Pharmacy and for staff to put these prescriptions in a Hyde Pharmacy box. This would save patients having to notify the chemist that they had requested a prescription online. A suggestions was also made that a poster could be placed in local schools on a 'mum's notice board' notifying the community of a chemist within the area.

Action: Megan Harrison
Malik

5. Lambgates Surgery PPG Bulletin

Alan Yates gave an account of a meeting that both he and Margaret Rickson attended on behalf of the PPG. They we both amazed how other surgeries had experience a lack of cooperation from their Practice. Haughton Thornley stood out as being a PPG with full support of doctors, Practice Manager and all staff. The PPG wished to commend the Reception Staff in particular for being the 'front line' in what they acknowledged was a difficult job. Doctors present acknowledged not everything is right but it is something they are all working towards. A further meeting is planned at Dukinfield Town Hall in January and some PPG members are planning to attend.

Yvonne Bennett explained how she had applied for a fund of £2000 on behalf of the PPG to purchase video equipment for filming awareness sessions for the website. This is given on an award basis and there is only a slight chance that the application will be successful. No harm in trying though!

Alan Yates told of some interesting and very positive feed back from the Prostrate Awareness meeting that had been held in October 2008. One person who came to the meeting recognised some of the symptoms as relating to himself. He attending his GP and was the referred to Christie's. After treatment he is now progressing well.

It was then suggested by Yvonne that this would be a good awareness session to video and put on the website. At the time of the actual meeting no videos were being made. We have progressed well and the prize money if won would certainly put to good use to benefit more patients.

Action: Dr Hannan
Alan Yates

6. IT Update:

Dr Lisa Gutteridge was pleased to support the Self Care page on the practice website www.htmc.co.uk which enables patients to take an active role in their own health care. A lot of care has gone into this page to help patients.

Angela Spencer (who is also a patient at Thornley House) a Tutor for Tameside Libraries is also showing all students the website as part of their lesson including non-patients.

7. Dates for 2010 MEETINGS:

This was deferred to January when the secretary is back from holiday

8. Any Other Business:

Photo's It was pointed out that as staff has now changed these should be updated.

Action: Dr Lisa Gutteridge
Megan Harrison

Badges: It was suggested that reception staff had name badges. Although staff identified themselves on the phone, when patients were asked to whom they spoke to descriptions were often varied when they spoke to them personally.

Action: Dr Lisa Gutteridge
Megan Harrison

Warfarin: It was pointed out that patients attending the Warfarin Clinic were unable to book doctor's appointment online as they were only allowed one appointment online at a time. It was felt that this also applied to other clinics e.g. Diabetes Clinic etc and seemed an unfair system.

Action: Megan Harrison
Dr Lisa Gutteridge

Retirement: It was with sadness that the PPG learnt Dr Gyan Singh is due to retire in April 2010. Dr Singh has been with the Practice for 25 years and has worked both in Haughton Green and Hyde surgeries. The PPG wish Dr Singh well in his retirement.

The Practice is now looking for further partners to replace Dr Singh and Dr Rahman who has recently left the practice and moved to America. In the meantime locums will be filling the space so patients will still have a good standard of care.

Young People: Sheila Caldecott has prepared a questionnaire asking teenagers from 11-18 what they require from health services. This is available online from the practice website as 'Speak for Yourself' questionnaire. Details have been sent to 10 local Secondary Schools in the area asking for their cooperation. Findings will be reported to the PPG and the Primary Care Trust. This may also be accepted by Connections (which deals with teenagers) and Christine Kenyon who formally worked at Connections has offered to help with introductions. Flyers were also given to Library staff. Angela Spencer has promised to promote the questionnaire in the computer class informing people of the questionnaire, which could be of great benefit to teenage relatives. Flyers giving information was given to the Practice. Dr Gutteridge felt this was a group of people that doctors rarely see and could be very useful to providing the right kind of treatment.

CATS: Linda Thompson from CATS (Clinical Assessment & Treatment Service) was able to explain how GP referrals could be made and how patients could be seen within 2-3 weeks. Patients are seen by Consultants and diagnostics such as X-ray, ultrasound, MRI & CT scans can be done one the same day. Patients needing surgery can be referred to the hospital along with their results. Pre-op assessments can be carried out at CATS. A video was left with the group which once again shows Haughton Thornley and Dr Hannan are leading the way in patient treatment. Many patients have already been benefiting from the service.

Fibromyalgia: Claire Kenyon, a patient with Fibromyalgia, is offering to set up a support group. Claire (who is in her 20's) wants to offer advice to newly diagnosed sufferers, although she is happy for anybody with the disease who wishes to be positive in their outlook to make contact. Claire is in the process of supplying information which will be made available through the website. She is looking into supplying a contact number and email address. Dr Hannan will contact patients with the same health problem making them aware of the new site.

PPG members are always willing to support any new project and are happy to support Claire where possible.

Action: Claire Kenyon
Dr Hannan

**The next meeting is to be held:
Thursday 28th January 2010 at 2.00pm
Thornley House Medical Centre
Thornley Street
Hyde
SK14 1JY
0161-367 7910**