

**MINUTES OF THE SADDLEWORTH PATIENT PARTICIPATION GROUP  
MEETING HELD AT THE DELPH SURGERY ON FRIDAY, 5TH DECEMBER,  
2014.**

1. **Apologies** were received from Nicky Collins; Edna Simister-Wolstenhulme and Caroline Wallis.
2. **Present:** Joyce Brown; Joan Darke; Royce Franklin (Chair and minutes); Tracy Jenkinson (Practice Manager); David Makin; Alma McInness; Eamon O'Daly; Sue Palfrey; Julia Schofield.
3. **Minutes of the Meeting held on 4<sup>th</sup> October, 2014** were accepted as a true record.
4. **Matters Arising (a) Photographs** Sue produced a laminated copy of the doctors' photographs – these will go on the patients' notice board (see later discussion under item 6). (b) **On Line Appointments** These are going ahead. (c) **Patients' Letters** Still some work to be done but nearing completion. Tracy to check with Debbie. (d) **Website** Work being undertaken on this – likely to go live on 12<sup>th</sup> December. Amongst other issues it will include a Friends and Family Section. (e) **Patient Experience Questionnaire** Feedback next week to the practice. Could determine priorities for the practice. (f) **Push Dr** Some publicity on this in both the Saddleworth Monthly and in the Evening Chronicle. Going ahead – exact date yet to be determined.
5. **Action Plan** (See item 16 below) Royce said that throughout the meeting we need to be mindful of an action plan next year and in the absence of a D.E.S. requirement. Issues raised at this meeting could give a way forward.
6. **Blue Badge Applications** Eamon highlighted problems with one of the Friday Club members. The man has dementia. He has some difficulty getting in and out of cars. He appealed his rejection for a badge and his wife who conveyed him to the hearing was not allowed to give evidence to the appeal. Royce to write a letter asking for qualifications of the person in charge of the appeal. It is claimed the person has 'accredited healthcare professional qualification'. Royce to also arrange for discussion at the Health and Wellbeing Group meeting. Fundamentally this issue revolves around to what extent those who suffering from dementia are being acknowledged to have problems.
7. **Location of Group's Notice Board** Royce had suggested the table currently in the foyer at Uppermill could possibly be moved to be under where the T.V. screen is currently. Not felt to be feasible but practice will look at possible alternative. Not felt the present location lends itself to examination by patients attending the surgery.
8. **Folders** Julia and Royce had met about these. They were part of the initial D.E.S. survey carried out by the practice 3 years ago. They had fallen into disuse somewhat and had become a bit bedraggled. Problems are keeping them up to date and housing them conspicuously in the surgery. Tracy agreed to delegate a member of staff who could ensure information in the folders was up to date. Initial meeting needed and the a 3 monthly discussion over the telephone. Feedback to the group each time something is changed. They need to be slotted into a package holder on the wall to ensure they are more visible. Julia had done considerable work in producing the folders originally and agreed to re-produce the documents (subject to checking) for 3 A.5 folders.
9. **Spring up Banner** To be located in front of the T.V. screen in Uppermill Surgery. Agreed a modified wording for the Carers' Group banner.

10. **Newsletter** Problem of being able to send out a legible copy remains. Nicky and Tracy to try to resolve. This needs rectifying it means a copy is not being sent to patients whose e mail address is known. No copies can be left in the foyer either. Content of newsletter commended by members. Sue said her position is uncertain in the long term but she will continue to be involved if at all possible.. A link with Tracy to the school might just be necessary. Youth Page again written by members from the school.

11. **Report Back from Health and Wellbeing Group meeting held on 5<sup>th</sup> November, 2014** Main issue was the acceptance of the submission from the P.P.G. to give funding for a project reflecting the recommendations from the last D.E.S. survey. Submission to the Health and Wellbeing Group seen by P.P.G. members. £969 given for 500 Man booklet (colloquially M.O.T. booklet) plus 1000 postcards advertising the health provision options and money for posters. Referrals to Oldham Community Leisure is one likely outcome and Royce is in contact with the manager who would count the number of referrals. Royce to present the full package to the next meeting. The project will include Leesbrook as part of the same cluster which Tracy chairs. Sue Dearden from Oldham Ag UK. had given a presentation on 'promoting independent people'. This aims to encourage people to look after themselves rather than having contact with a G.P. Later in the meeting agreed that Sue should be invited to the next meeting. Oliver Collins had been present from the central Health and Wellbeing Group to increase liaison between the central Health and Wellbeing Group and the Saddleworth group.

**12 Progress on the official Opening of the Delph Surgery** Whilst the building is functioning there are still some issues to be resolved regarding the I.T. system. No date is fixed for an official opening but what has been decided is any figure would be non-political in an election year.

**13 Implementation of Virtual Patient Participation Group** Tracy and Royce had discussed this issue and concerns had been raised about protecting the identity of those who wanted to make observations aimed at improving the practice. After discussion it was agreed Tracy would appoint a member of staff to act as the recipient of issues raised. A letter distributed to members would therefore come from the practice rather than a P.P.G. member. Any significant points submitted would then come to this group for discussion and action deemed necessary.

**14 Report Back from Meeting with Mark Drury C.C.G. Member** Originally Mark had wanted 500 recruits from the whole of Oldham who would be able to give a patient's view about issues and systems which impact on the C.C.G. This is a similar system employed by the Royal Oldham Foundation Trust. More recent information is that each practice will be mandated to have a P.P.G. from next year and this could very well nullify the 500 expectation. Royce to clarify. Whatever the outcome the C.C.G. needs to find a better way to seek views of patients. A previous meeting held at Chadderton Town Hall attended by 3 members of the P.P.G. was attended by only 12 practices out of 48 in Oldham.

**15 Report Back From the Carers' Group** Continues to flourish. Now 3 times per month. Annual lunch next Friday when 75 are likely to attend including our M.P., the Mayor and Chair of the Parish Council. The introduction of the 3<sup>rd</sup> Friday coffee morning is a success. Since the introduction of the Community Liaison Nurse more referrals have ensued. The A.G.M. is in January and the Committee is being expanded.

**16 Action Plan** The C.Q.C. has 38 criteria which determine the performance of practices. Felt outcomes Nos 1; 10 and 16 could be incorporated into the action plan. Referrals to community leisure; virtual group and folder modifications should also be included. Royce to compile a plan for next meeting.

**17 Wifi Hotspot** Julia suggested the surgery could look into having a hotspot for patients to look at the website etc. This would encourage patients to look at surveys and to be more involved in assessing the practice.

**18 Report from the Cluster** This is chaired by Tracy who will provide more detailed information for attachment to the minutes. Issues being addressed: open access to cardiology diagnostics and additional community matron and nurse practitioner funding for the cluster.

**19 Discussion about days and times of meetings** Further discussion next time but Tuesdays favoured by those present. **Next meeting Tuesday, 27<sup>th</sup> January, 2015 at 1 p.m.**