

**MINUTES OF THE SADDLEWORTH MEDICAL PRACTICE PATIENT PARTICIPATION GROUP**  
**MEETING HELD ON FRIDAY, 25<sup>TH</sup> OCTOBER, 2013 AT THE UPPERMILL SURGERY**

1. **Apologies** were received from Joan Darke; Alma McInnes; Ali O'Brien; Sue Palfrey and Joan Reed.
2. **Present** Joyce Brown; Nicky Collins; Averil Cunnington; Royce Franklin (Chair and minutes); Vicky Howard (I.T. Specialist – Saddleworth Practice) Tracy Jenkinson (Practice Manager); David Makin; Eamon O'Daly; Julia Schofield; Edna Simister-Wolstenholme and Dr Ian Watson.
3. **Welcome** to Nicky Collins to her first meeting and to Vicky who is attending to look at the website with us.
4. **Website** Vicky showed us the extent of the website. Tracy, Royce, Sue and Vicky had met and the need for a youth page or independent website was accepted by the meeting. Members were urged to look at the website and suggest improvements. Vicky was thanked for her contribution and it was agreed, as appropriate, Vicky would attend P.P.G. meetings. Royce to send names of all P.P.G. members to Vicky for inclusion on the website.
5. **Minutes of the meeting held on 10<sup>th</sup> September, 2013** were accepted as a true record.
6. **Matters Arising (a) Photographs** All photographs now ready for displaying. (b) **C.Q.C.** Nothing further heard. (c) **PPG Meeting** Members were reminded there is a P.P.G. meeting for Tameside and Oldham on 5<sup>th</sup> December to which all P.P.G members are invited.
7. **Applications to Innovation Fund** . The Clinical Commissioning Group has set aside £600.000 for practices to submit dragon's den type applications for funds. Ian Watson said there were 2 applications from Saddleworth: No.1 referred to a new worker whose task would be to give support and reassurance to patients with long term conditions who were living in their own homes. One of the aims would be to keep them out of hospital and to ensure social isolation was minimised. The worker would be prompting support from the many other workers in the community. Co-ordination was the key with someone acting as key worker. There are about 100 voluntary agencies in the Saddleworth area alone. No.2 relates to giving those who are housebound and who could benefit from having contact with the practice through the medium of ipads. A carer might also be involved. In both instances it is felt the projects will allow patients to better manage their condition. The second involves the purchase of ipads and the provision of webcams in consulting rooms. The estimated cost of the second is £6838. Closing date for the applications is 31<sup>st</sup> October. The P.P.G. gave their unqualified support for the ideas.
8. **Carers** Eamon said numbers were increasing. 30 this morning and expects 40 before long. £3.000 in the bank. **Members were reminded they are invited to the Christmas lunch on Friday, 13<sup>th</sup> December, 2013.** Eamon now chair of the group. Joan still working very hard to increase funds by knitting jumpers which she sells at Oldham Hospital.
9. **Delph Surgery Developments** The temporary surgery is now open. Concern was expressed about the lack of car parking in Delph both currently and post the opening of the new premises. The Methodist Car Park has now been closed for safety reasons. Royce agreed to ascertain where the money had gone which had been

given to the Church by the now-defunct P.C.T. before its demise. No new date for the briefing of residents about the role of the new building has been set. It was agreed members would try to staff a table at the event to give publicity to the P.P.G. The virtual group paper circulated by Royce was felt to give a good resume of the work carried out by the P.P.G. and it was agreed the paper could be circulated at the Delph event. Its circulation would increase knowledge of the P.P.G. and encourage patients to join a virtual group.

**10. Report Back from the Meeting on 9<sup>th</sup> September, 2013 between P.P.G Members and Monitor.** Royce said he had asked N.A.P.P, who arranged the meeting with Monitor for minutes which had been promised within 10 days. None had arrived with N.A.P.P. and Joan Darke who attended on our behalf has written the report below. Monitor explained their role:

- License all N.H.S. services except G.P. practices.
- Set prices for N.H.S. services.
- Enable integrated care.
- Enable patient choice of services via the G.P.

#### **Joan's Report**

**(a) How important is it to patients to see the same G.P. each time?**

- Everyone agreed that those with long term conditions should see the same doctor, because even though the patient information is on the computer the doctor-patient relationship was more important. In some practices more than 50% of patients are aged over 60 and still think of the doctor as 'my doctor'.

**(b) Are Patients able to access a G.P. in a reasonable amount of time when they need to?**

- Some practices have tried Sat/sun opening plus late night opening but still the largest number of complaints are about not being able to get an appointment. It is the NOW instant service they seem to expect.

**(c) Are patients able to see a G.P. or register at a G.P. surgery in place which is convenient for them?**

- No one reported problems with G.P. access.

**(d) Are patients able to switch G.P. or G.P. practice when they want to?**

- Patients do not realise they may be transferring to the same group as the doctors have formed linked practiceS and are operating as a business consortium. Students have difficulty with record transfers.

**(e) How responsive are G.Ps to issues raised by Patient Particiaption Groups?**

- P.P.Gs had different problems. It was 50-50 some had good working relationships with doctors coming to the meetings and taking action, whilst others felt the doctors were just paying lip service.

In her absence Joan was thanked for her comprehensive report.

**11. Dementia Up Date** Tracy going to the next presentation by Homestead.

**12. Appointments' system** The failure to get an appointment within a reasonable time is still the most frequent issue presented to members. Tracy said they continued to advertise for a further doctor for 6 sessions per week. Interviews are taking place shortly. One doctor had been offered a post but went elsewhere. Tracy felt one of the reasons for the reluctance of doctors to come to the practice was it was knowN

how busy the practice was. It was also acknowledged by the meeting that locums can get more money for fewer hours.

- 13. Newsletter** Thanks to all those who took part in the foyer distribution. Although some reservations were expressed the distribution does give contact with patients. The probability of an automatic website link for the newsletter will be explored. It is already sent to some patients by e mail. Next newsletter likely early 2014.
- 14. Next Direct Enhanced Service Survey** The group accepted this should be aimed at men because they are more reluctant to seek medical advice than women. Men with long term conditions should be the focus. The practice has 5.500 men over 18 and 1226 on the register for more than more long term condition. Tracy to produce a draft questionnaire by the end of next week with members given the opportunity to comment within a further week.
- 15. Update on the 2013 Survey** An additional notice has appeared on the 'confidential screen' in Uppermill Tracy will rectify. Discussion about the Uppermill Notice Board. Julia and Edna to make proposals. Currently, like most notices boards, it has too much information and information tends to get lost in its vastness. Sue has been called to another meeting which she could not avoid. She is suggesting a separate P.P.G. profile page for facebook to add to a P.P.G. page for youth. This will mean the information and links we want young people to access will not move as newsfeeds come through. The page will have all the links to inform young people; current promotions and services will be added on a regular basis. This method makes it easier to share information and update other sites. Only administrators will be able to add to or change the page. Members happy with the proposals. Members were shown a draft leaflet for the Youth Forum. P.P.G. should be in full. Otherwise the leaflet draft was accepted. Funding for the leaflet has still to be resolved. There are also copyright and permission issues if Oldham's crest is included. Tracy is liaising with Christ Wilson the Community Involvement officer for Saddleworth and Lees.
- 16. A.G.M.** Royce said there was no provision for an A.G.M. in the constitution. This is an omission which needs rectifying. The meeting agreed the next AGM should be in an evening probably in March when it was hoped other members of staff would be able to attend.
- 17. Dates of Next Meetings** – Provisional dates to be agreed at the next meeting. It was felt 1 p.m. on a Friday is probably best. Next one to remain at 2 p.m. on Tuesday, 3<sup>rd</sup> December, 2013.