

Patient Participation Group (PPG)

9 April 2019 1.00pm

Saddleworth Medical Practice

MINUTES

Present

Ian Brocklehurst
Joyce Brown *Section 1-4only*
Joan Darke
Royce Franklin *Chair*
Val Gilroy
Debra Green
Victoria Howard *Minutes*
Rod Lawson
David Makin
Eamon O'Daly *Section 1-4only*
Christine Wilson

Apologies

Gillian Clarke
Alma McInnes
Alice Rea

ACTION

1. Welcome

The group was welcomed and thanked for their time.

2. Matters arising

2.1 Minutes of the previous meeting (15 January 2019)

The minutes of the previous meeting were accepted as a true record.

2.2 Consistency of messages given to patients from practice

Concerns were raised around the practice appointment rota processes. Examples of reception being unable to advise patient when appointments will become available or an inaccurate date being given were cited. The practice offers GP appointments one month in advance. An example of a visit being offered when a telephone consultation was requested was also cited.

Action Feedback to Practice Manager PPG comments on appointment rota

Debra Green
24 April 2019

3. Saddleworth Carers Group Update

2019 is the groups tenth year. Forty members of regularly attend. The next meeting is Friday 12 April 2019. The next outing is to York railway museum. The group continues to run at no cost to members. Carers of member who have passed away often stay on at the group as volunteers.

4. Joyce Brown Update

4.1 Alzheimer's Society

Alzheimer's Society produces factsheets.

Three were highlighted.

[What is dementia? \(400\)](#)

[Risk factors for dementia \(450\)](#)

[Lasting power of attorney \(472\)](#)

A full list of publications and factsheets can be found at

<https://www.alzheimers.org.uk/get-support/publications-factsheets-full-list>

4.2 Dementia Signage

The signage for the Uppermil patient toilets has been ordered.

4.3 Living Well

A Living Well event will be held tomorrow (10 April 2019) 10:00 - 12:00 at the Uppermill conservative club hosted by the Anglican church. Content will include power of attorney, dementia and exercise. It was proposed that the practice hosts a similar event. It was suggest it would be helpful if advisor in welfare matters attended. Feedback from the event will be given at the next meeting.

4.4 Street Pastors

The four Saddleworth Street Pastors including our PPG member Joyce Brown will graduate in May. On Whit Friday they will be on the streets supported by Failsworth street pastures. Ten more Saddleworth church member will undergo the training this year. Saddleworth street pastures are in the process of registering as a charity and have received funding form local councillors.

4.5 Race for Life

PPG member Joyce Brown will be entering the Race for Life this June. Sponsorship would be gratefully received.

5. Annual Report 2018

Distribution of the report:

- posted on the practice website,
- article has been published in Saddleworth Independent
- sent to NAPP
- sent to the Oldham's PPG Network.
- positive feedback has been received from Mark Drury (Head of Public Affairs NHS Oldham Clinical Commissioning Group).
- comment will be invited at the next Health and Wellbeing subgroup.

6. National Association of Patient Participation (NAPP)



SMP NAPP Report
Jan Feb Mar 2019.do

6.1 Building better participation guide

A guide for PPG to self-assess themselves has been produced. Members agreed to look at this and consider its application before the next meeting. Oldham PPG network has also produced a [toolkit](#) which may be of use

6.2 Your NHS data matters

The information NAPP highlighted on patients opting out of data being used for research is available on the practice website but it was agreed it would be good to reorganise all data sharing information on practice website

Action Reorganise data sharing information on practice website

6.3 PPG awareness week (10 - 15 June 2019)

Action Draft PPG awareness fact sheet

Victoria Howard
7 May 2019

Victoria Howard
20 May 2019

6.4 Anti-loneliness campaign West Yorkshire

A report on a new anti-loneliness campaign in West Yorkshire can be found at

www.england.nhs.uk/2019/03/jo-cox-foundation-backs-campaign-to-end-loneliness/

7. Practice Update

7.1 Access

A key priority for the practice driven by patient feedback continue to be improving access to GP appointments and access to the practice via telephone.

7.2 Active signposting

Active signposting aims to provide patients with a first point of contact which directs them to the most appropriate source of help. All reception staff have attended training. The practice is now in the early stages of setting up the internal process to launch the service.

7.3 First contact physiotherapy pilot

The First contact physiotherapy pilot allow patients to be seen at the practice by a physiotherapist without seeing the doctor first. The pilot is receiving good feedback, patients are being seen same day or next day. The pilot will run until June.

It was noted that patient who self-refer to Physio first are waiting longer than those signposted to First contact physiotherapy.

Action Discuss with First contact physiotherapy what system is in place for patients who self-refer to Physio first.

Victoria Howard
24 April 2019

7.4 Online appointment booking

The number of patients signed up to online appointment booking continues to steadily grow. To sign up visit the [Patient Access](#) website.

7.5 Open access GP sessions

On the day bookable GP appointments in the morning has now been launched (01 April 2019). Early feedback is positive. A further update will be provided at the next meeting.

7.6 Staff changes

Dr Philippa Murphy will be training with the practice for the next eighteen months under the supervision of Dr Gibbons.

8. Communication

8.1 Factsheets

NHS screening programmes was proposed as the next topics for the PPG factsheet.

Action Circulate a draft of next PPG factsheet

Victoria Howard
24 April 2019

Action Visit local pharmacies to deliver next PPG factsheet

Victoria Howard
24 May 2019

9. Under 5 service provision



Support for new parents from Saddlew

9.1 Recommendations 1 taken from the report

It would be useful if the Practice could share the information gathered by the Health Visitors and by Christine Wilson (Community Development Officer for Oldham Council and member of the PPG) about the groups and activities available for new parents and their babies. They could then socially prescribe appropriate groups and activities to new parents who seemed to be at risk of becoming isolated. This should also, of course, include referrals to the Health Visitor where support around parenting was felt to be required.

Practice comments

A representative for the practice Lesley Styles (Child Health Administrator) attended the under 5's in Saddleworth and Lees Bridgewater Community NHS Foundation Trust event on the 18 March 2019. The [Latest Right Start Activity timetable](#) was brought back from this event. The practice will be collating this information in the preparatory work to launch active signposting see 7.2.

9.2 Recommendations 2 taken from the report

"Contacting the Practice by telephone to make an appointment (and, indeed, booking appointments online) is a continuing issue for patients and is an area of concern for the PPG and the Practice. This difficulty is of particular concern for new parents and work to resolve these issues needs to continue both in terms of systems and in terms of staffing levels."

Practice comments

Book on the day appointment was introduced on the 1 April 2019 to address access issues.

10. Any other business

10.1 AGE UK Promoting independent people update

Victoria Tombs-Guest (victoria.tombs-guest@ageukoldham.org.uk) is Saddleworths Promoting Independent People Advisor.

10.2 Clusters

The subject of increasing the size of clusters was raised. There are no imminent plans to change the current structure of clusters in the Oldham area known to the group. The terminology for clusters may be changing to Networks.

10.3 Healthwatch survey

Healthwatch have asked for support by completing the NHS 10 Year Plan survey. The survey can be complete at <https://www.surveymonkey.co.uk/r/9DMLZS8>.

For more information visit <https://www.healthwatcholdham.co.uk/>

Action Add an article to the practice website about the Heathwatch NHS 10 Year Plan survey

Victoria Howard
24 May 2019

11. Date of next meeting

9 July 2019