

**SADDLEWORTH MEDICAL PRACTICE PATIENT PARTICIPATION GROUP  
MEETING HELD AT THE DELPH SURGERY ON FRIDAY, 4<sup>TH</sup> OCTOBER, 2014**

**BEFORE THE MEETING THE GROUP WENT ROUND THE NEWLY-BUILT DELPH SURGERY. THE MEETING WAS HELD IN THE UPSTAIRS MEETING ROOM**

1. **Apologies** were received from Edna Simister-Wolstenhulme.
2. **Present:** Joyce Brown; Nicky Collins; Joan Darke; Royce Franklin (Chair and Minutes); Tracy Jenkinson (Practice Manager); Alma McInnes; David Makin; Eamon O'Daly; Eren Ozagir (Posh DR – item 3 only); Sue Palfrey (Youth Development Officer) and Caroline Wallis.
3. **Congratulations** were given to Alma McInnes for becoming 'Woman of Oldham' and to Sue Palfrey who was going to Bucharest to take part in a workshop in connection with the work she has been doing. David Makin was welcomed back after his recent illness.
4. **Presentation by Eren Ozagir from PushDr** Eren outlined a pilot scheme where the Saddleworth Practice would be one of two in the Oldham C.C.G. area. From a date (yet to be fixed) but probably in December, doctors would be able to converse with patients through Skype via laptop or other electronic device. This would give patients the option of using the system from work (if privacy could be honoured) or from home. The C.C.G. is involved and it has been approved by the Care Quality Commission. The system needs to be monitored and patients will be asked for their views on the experience after the appointment. The objective is to save time for working patients who have difficulty getting an appointment which does not conflict with their availability through work. The system will cost £740 per month for 7 hours' availability. Members were asked for their views on the draft questions posed. It was agreed the next newsletter should highlight the system; this would try to ensure it was used up to the maximum allowed. Eren was thanked for his presentation.
5. **Minutes of the meeting held on 18th July, 2014** were approved after Alma's name had been added to those present.
6. **Matters Arising:** (a) **Photographs** Dr Martin has left making the photographs out of date. Request made for the photographs to be displayed. **Sue and Tracy to liaise. Sue to arrange lamination.** (b) **On line Appointments** There is now a requirement for these to be the norm. Some difficulty with Saddleworth where the I.T. system differs from others in the area. Plan is now to do this as quickly as possible. (c) **Patients' Letters** Some progress on these. The number of letters is being cut down significantly. The letters will be more versatile e.g. the use of drop down boxes to reduce the number of substantive letters. (d) **Website** Likely to be a delay in the implementation of this because of the lack of compatibility with the other practices in the area of the I.T. system. (e) **Admiral Nurses** Whilst the system differs from that in Dewsbury there is a nurse for those with memory loss problems. This involves GP dementia registers and new patients coming through the Memory Service. Eamon satisfied with this. (f) **Kerb at the entrance to Uppermill Surgery** This has been painted white as requested at the last meeting.
7. **Constitution** Nicky had produced significant changes to this. Any changes to the constitution have to be accepted at either an emergency or general meeting. It was agreed they would be discussed at this meeting; the final draft will be presented at an emergency general meeting to be convened before the next ordinary meeting. Various comments were made for Nicky who was thanked for her valuable work on this topic.

8. **Delph Surgery** There is a delay which could result in the opening being after 11<sup>th</sup> January 2015. Members expressed concern at the non-use of what was considered an excellent facility. Tracy said further negotiations were taking place with B.T. to expedite the opening. Denis Gizzi from Oldham C.C.G. is also involved.
9. **Report Back form the Health and Wellbeing Group** Royce had given an input on the most recent survey to the meeting. There is now a budget from the Health and Wellbeing main committee to each of the sub-groups in Oldham. Over £13,000 is available. Already £2,160 has been given to our own memory loss group which is most welcome and £4,000 to a second group 'power to resist' which aims to help parents more effectively to delay introducing alcohol to their children Royce said he wanted to take the recommendations from our research to the group to try to get some money. Literature was needed to enable men to improve their health and be less reticent about going to the doctors. He reminded the group this was the main thrust of the 2013 survey. Royce had had some contact with Jason Bromley (Self-care Co-ordinator) but the group felt further discussion was needed. **Royce to do.** Royce said Edna had wanted to go to a fuel poverty meeting but because of illness had not been able to do so. Edna had nonetheless received a copy of the overheads. Royce had sent them to the Health and Wellbeing Group and requested they are discussed at the next health and wellbeing group meeting in Uppermill.
10. **Newsletter** Nicky wants a system where articles are sent to her on a quarterly basis to enable her to have a deadline to produce the document the following month. Next one to be produced during November. The most recent Newsletter had gone to N.A.P.P. and we had been congratulated on the content and layout. Thanks to Nicky.
11. **Carers' Group** In addition to the £2,160 cited earlier £400 had been donated by the Parish Council. Eamon said the group continued to flourish with 3 meetings per month now the norm. Recently had a new member from Mossley and liaison with Tameside has taken place.
12. **2013 Accounts for the Carers' Group** These had been audited. They were circulated at the meeting and accepted. These showed income of £2,740.49 and outgoings of £2,932.16
13. **2014 Survey** Money for the survey has now been received by the practice. No similar survey is expected this year but it was agreed the group need an action plan with the SMART system employed to ensure a disciplined approach.
14. **Patient Experience Questionnaire** Royce had mentioned to Tracy a questionnaire had suddenly appeared in the foyer at Uppermill about which the group had not known. Tracy had already e mailed Royce explaining it was for one week only and it was an oversight. The questionnaire asked patients to indicated the level of satisfaction with their visit.
15. **Spring Up Banner** This was unveiled at ht meeting. Felt to be satisfactory although some of the lettering was very low on the display. **Eamon to liaise with Tracy about the provision of a similar display for the memory group.**
16. **Dates of Meetings for 2015** Members felt that 1 p.m. on a Friday continued to be the best time. **NEXT MEETING CHANGED TO FRIDAY 5<sup>TH</sup> DECEMBER, 2014 AT 1 P.M. JULIA WILL BE ATTENDING AND WE NEED TO LOOK AT THE FOLDERS WHICH PUT IN THE SURGERIES 2 YEARS AGO.**