

Minutes of the Patient Group held on Tuesday 19th September 2017

Present:

Adeeba Malik (Today's Chair)
John Stone
Fred Stone
Roy Dodsworth
Wilma Nicholl – Patient and Practice Health Champion
John Samuel
Jenny Hattersley
Dr Arlene Raw – GP HHW – Clayton
Dr Adele Maddy – GP HHW - Allerton
Tommy Cummings
Kathy Bairstow
Alexandra Matthews

Sharon Barraclough – Business Development, Enterprise and Finance Manager HHW
Rebecca Hanson – Assistant Business Manager HHW

- 1. Matters arising / Minutes of the last meeting** – it was noted that the minutes were headed Patient Reference Group rather than Patient Group. RH will amend.
- 2. Patient Group – Terms of Reference**

RH presented the Terms of Reference from the former Mayfield Group and asked the new HHW group to review them for accuracy and changes to be adopted for the new meetings.

Aims: agreed and no changes

Objectives: agreed to update to HHW letter head and make necessary changes as part of discussions today then RH to circulate for further consideration of the objectives

Roles of members: Discussion was held as to co-chairing required or a chair and deputy chair need appointing. AM and JS felt that co-chairing was working well. It was decided that a re-election of chair would take place in January and make the January meeting an AGM.

Code of Conduct: agreed and no changes.

Action: RH to update Terms of Reference and circulate to group members with next agenda.

- 3. Update on the Merger –**

Primary care commissioning group – CCG Sharon recently pulled together a paper for the PCCG that detailed the proposal for the merger, this document included patient group involvement and was presented by SB and JS at a recent meeting at the CCG. Basically the document was a “request to merge”. The PPCG was impressed with the patient group involvement in the merger consultation and approved the proposal. A mobilisation plan needs to be put in place for the end of March 2018 in readiness for the NHS contracts to be merged in April 2018. AM and AR thanked SB and JS for their involvement in this work.

Phone lines, phones implemented but we are experiencing a number of issues with them, calls being cut off when transferring across sites, high call volumes that are not hearing an engaged tone and down time. This has increased patient complaints and walk ins. RH is liaising with the phone

company Premier to rectify these issues. Apologies have been placed on the practice website, being made in person to complainants and in the newsletter. RH will provide an update at the next meeting. AMalik offered support with dealing with issues should it be required. Thanks to AMalik.

Staffing, RH gave an overview of staffing changes within the organisation and talked through a visual representation of the organisational chart. Explained we have had staffing issues due to annual leave and sickness within the Hub which has made contact with the hub difficult at peak times, also some new staff in post not quite trained up and still requiring support. This is being addressed with training and development and future recruits will undertake a telephone interview to ensure suitability for the role.

Rebranding, new HHW signs will be going up from 5th October so look out for those. The Website is close to completion and demo'd at the meeting. The patient group commented on the new style positively. Advised we are having some professional portrait shots taken and will be replacing the stock images over time. Looking to implement facebook and twitter pages soon too.

New Rota System has not long been in place but positive initial feedback about RAC was received from the group. Advised that it will be reviewed after 3 months to ensure that it is working and consider if changes are required. Feedback will be provided to the Patient Group at the next meeting.

4. Hollyns Health and Wellbeing – Launch Event

It was agreed that the Launch event would be delayed until the official merger in April 2018.

5. Any Other Business

Flu Clinics, request to the group members to come along to the clinics to support with Tea and Coffee, opportunity to talk to patients and promote the group.

Action – email RH if available to attend

SB gave an update on the flooding that occurred at Clayton, insurance claim is underway and damage being repaired.

Cohens Pharmacy were raised again regrading varying problems, AR advised we are not linked to them so please raise complaints with them direct. We continue to have meetings with them to ensure ongoing issues are being addressed.

SB informed the group that AM is taking early retirement in December, the group was sorry to hear that she would be leaving, wished her well and noted that she will be missed. Thank you for her support from AMalik on behalf of the group.

- 6. Date and time of next meeting** – A joint meeting will take place at Hollyns Clayton Tuesday 14th November 1-2.30pm, light lunch provided. Attendance from local councillors Richard Dunbar and Sue Duffy to discuss how they can work with the group and help with the launch event.