

Dukinfield Medical Practice PPG Meeting
Monday 24th April 2017 at Davaar site

Attendees & apologies: See attached attendance sheet

1. Minutes of last meeting – the minutes of the last meeting were agreed. Apologies from J. Bates & T. Thorpe were missing from the minutes.

2. Carer's Centre

The meeting were pleased to welcome Julie Crossland from the Carer's Centre based in Hyde Town Hall. Julie spoke to the meeting about the Carer's Centre and its services. To summarise:

- When referred to the Carer Centre, they will do an assessment on one to one basis with carer to help identify what help is available.
- They are now streamlined with NHS Services so can look at the carer's health to help them continue their caring.
- They organise courses for carers to help them understand better the health issues for the person they are caring for ie. Dementia.
- They can provide the carer with an alert card that should the carer be in an accident/unable to communicate – the card alerts the emergency services that there is someone who is dependent on them for caring and will need help and support.
- Carer's can be seen at different locations, not just at Hyde, and can be visited if needed.
- Carer's Centre can signpost carers to many different services and a newsletter is produced regularly.
- They organise trips and activities for carers.
- A carers grant is available for upto £200 which will be based on carer assessment.
- 12th June 2017 is Carer's Week – there will be an event at Hyde Town hall with stalls/groups/businesses exhibiting – starts 1pm.

Julie's contact details are tel: 0161 342 3512

The meeting looked at what the practice and PPG can do to better identify and support carers. Jo advised the group that we currently have two Carers Champions based at Hollies site – Julie & Susan. It was agreed that we would:

- Put a section in the newsletter
- Consider sending text messages
- Update the website
- Post on Facebook page

3. Minutes of last meeting – the minutes of the last meeting were agreed but apologies for two members were missing: -

Some members reported they did not receive the first email regarding the meeting but did the second. Practice to request read receipt or confirmation of receipt when sending out emails in future.

4. New staff

We have the following new staff commencing with the practice:

Rachael (Receptionist) already in post

Tracy (Receptionist) starting 8/5/17

Clare (Practice Nurse) commencing May 2017

Brom (Nurse Practitioner) is no longer leaving and will be staying with the practice.

Georgia (Admin Apprentice) already in post

5. Dr Procter's retirement. The PPG were advised that Dr Procter would be retiring at the end of July 2017. A copy of a proposed notice poster was shared with the group which they felt was a good way to notify patients.
6. Friends and Family questionnaires. Julie showing the group the new FFT questionnaires – this is the Friends & Family Test which is a contractual requirement for the practice and is carried out each month. We are trying to use this questionnaire to our advantage to find out patient opinions rather than it just being a 'tick box' exercise. The PPG were asked if there was anything they would like to see added to this. They agreed it was a good idea to put info on minor ailments scheme on the FFT sheets.
7. Website – Jo and Dr Roberts are going to do some work on the practice website around Self Help and Self Care ie. Managing back pain. Jo invited the PPG members to help with this work and Geoff very kindly offered his services to help adapt the website. He also has video equipment that would enable us to do short videos – perhaps using GPs and Nurses who are familiar to the patients.
8. Specsavers audiology – Specsavers have offered to visit a future PPG meeting and deliver a presentation on hearing loss. PPG agreed and Jo to co-ordinate this. To consider whether as part of a PPG meeting or as an additional education session and offer to all patients.
9. Any other business
There will be a local campaign coming out soon around paracetamol and the cost of having this on a prescription and the cost to the NHS as opposed to the cost of purchasing over the counter.

Local Diabetic group dates were provided – to be added to newsletter and website.

Next meeting – Wednesday 14th June 2017 at 12:45pm Hollies Site

Attendance Sheet



PPG attendance &
apologies_24April17_