

## ***BROOKMILL MEDICAL CENTRE, LEIGH***



### ***Patient participation group***

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**Date:** Monday 8<sup>th</sup> July 2019, 18:00 – 19.15 pm

**Venue:** Brookmill Medical Centre, Leigh

**Attendees:** Margaret Fenton, Patricia Calland, Julie Connell, Eileen Crompton, Verna Talbot, John Pickup, Elizabeth Marshall, Edith Coleman and speaker: Karen Wilson.

**Apologies:** Ann Smith, Marjorie Baines, Joseph and Noreen Mort, Janet Greenwood and John Calland.

**Minutes of last Meeting:** The group confirmed the minutes from the last meeting were a true and accurate representation of the meeting.

**Matters arising from minutes:** None.

**Speaker: Karen Parker from Healthwatch:** Karen introduced herself to the group. She asked everyone if they had heard of Healthwatch? Most members had but she gave a brief introduction on the service. She informed everyone that there is a Healthwatch in every local authority area in England for adult social care. There are 10 in total in Wigan and Leigh borough. A pot of money is given from the government to each local authority to develop Healthwatch. They are totally independent from the NHS adult social care and have been set up as a charity/independent organisation. They use their voice to improve services. In April they did a listening tour finding out what was important to people who use care services and their experiences. Main priority that was picked out was mental health and inequality.

In relation to inequality: this can be problems accessing a service i.e. the building itself if the patient has vision/hearing or mobility problems. Mental health services north west borough have no signs in Leigh Infirmary to direct patients to Pennington Unit.

Healthwatch are working on until December Mental health and cancer services. They are looking at getting better support for patients and also

support on being discharged from hospital. This involves giving patients information on support groups and financial advice along with shared information between hospital and GP practices. In August Healthwatch are going to sit in at the A&E department to find out patients views on their care. They are also going to be looking at stroke care in Wigan in the near future.

Healthwatch can enter a public services building with or without prior notice as in care homes, GP surgeries and hospitals as they have an enter and view power. They can speak to staff and listen to patients/people about the services provided. They will try and work together with the care provider and all their staff are fully DBS checked and trained before going into the public services. They are committed to try and influence change. A new office in Leigh will be opening in September and they are always looking for volunteers.

**Leaflets have been left in the waiting room about their services and about volunteering.**

**Report from Annual Engagement/Award Meeting:** This was on 4<sup>th</sup> June and being attended by one of our PPG members but unfortunately, they were not at this meeting, so no update could be given.

**Finance:** Margaret mentioned that we should find out more about the cluster newsletter at the meeting on the 18th July. Once it is up and running we will be paying as discussed for a twelve month trial.

**Practice Directory:** Margaret thanked Nancy and Patricia for helping to put this together. The directory is now in the waiting room for anyone to see but is still an ongoing task.

**Quality Survey:** This survey was sent to members who are on email to complete and send. A few members said that the link would not open so paper surveys were handed out for those on line or not on line to complete and post. Any leftover surveys were left in the waiting room for patients to complete.

**Healthwatch Promotional Event:** Margaret informed everyone that this event is due to take place on 15<sup>th</sup> July at Leigh Health Centre from 1.30 – 3.30 pm if anyone is interested in attending.

**Any Other Business:**

**Coffee Morning:** Julie mentioned that the charity coffee morning will be held on Monday 23<sup>rd</sup> September 2019 from 9 am – 1 pm for Leigh Community Trust. She asked for volunteers to help with baking and selling of cakes, selling raffle tickets/obtaining gifts/vouchers from local businesses for the raffle. Please could members bring a gift in for the raffle to the next PPG meeting or drop into surgery whenever passing? If anyone could help with any of the above please contact Julie at the surgery.

**Community Health Services:** Margaret mentioned that there is a workshop taking place on Thursday 12<sup>th</sup> September 2019, 6 – 8 pm at Sunshine House (Hub), Wellington Street, Wigan, WN1 3SA. To book a place, please call: 01942 482711.

**Medicine Prescribing:** As discussed at our last meeting the “Stopping prescribing medicines you can buy for yourself” engagement outcome report is now out but is about 24 pages long. For anyone who is interested or would like a paper report please ring 01942 482777 for a copy. The overall guidance report will be out around October.

**Practice Pharmacist:** Mrs Coleman asked how long our Practice Pharmacist had been in place as she was not aware of the service. It only came to light for her when she was querying her husband’s medication and the receptionist booked an appointment with Steve. She was informed that he had been here a while now and patients thought it was a very good service and said how nice Steve was. She had been happy with the service and reiterated this. She asked if we could put a poster up to advertise this service? Julie informed her that it was on the television screen but did not know if we had any posters and would ask for her.

**Pensioners Link:** Mrs Coleman asked if it was ok to leave some leaflets on information the service provides ad also about volunteering. Leaflets will be left in the waiting room.

**Speaker at Next Meeting:** Julie mentioned that they had a speaker coming into practice talking about infection control and sepsis. The group said they would be interested for our next meeting. Julie said she would arrange.

**Next Cluster meeting:** is at Old Henry Street surgery is due to take place on Thursday 18<sup>th</sup> July 2019 between 1-3 pm.

**DON’T FORGET TO COLLECT YOUR MINUTES FROM RECEPTION 10 DAYS AFTER THE MEETING.**

**THANKS**

**NEXT PPG MEETING: MONDAY 9<sup>th</sup> SEPTEMBER 2019 AT 6 PM PROMPT.**