

**Hawthorn Patient Group Minutes – JW**  
**Wednesday 8<sup>th</sup> October 6-7pm Hawthorn meeting room**

**Attendance:** Denise Fay (Practice Manager), Dr Gina Samuel (Clinical Lead), Jenny Lear (Team leader), Jenny Webster (Community Manager/Chair)

**Patient attendees:** JM, FO'R, PG, SG.

**1. Introductions and confidentiality, JW**

**JW** welcomed people, thanked them for coming and outlined the confidentiality policy of the practice to keep details private. Minutes would show patients initials to guard confidentiality and the group were asked to respect each other's confidentiality in conversations outside of the patient group setting. The Patient Group is a place to share views and to give your opinions but it is also to be a positive environment where we can move things forward for the patient community. Anyone with any direct issues or complaints to make is encouraged to follow the usual complaints procedure given by the practice or to speak with Denise directly outside of the meeting.

Jenny introduced herself as Community Manager with responsibility from Hope Citadel to run the patient groups across four surgeries in Greater Manchester.

Each person introduced themselves with a bit of their background, how long they had been at the practice. There was a wide range of experience and skills within the group.

**2. Outline of the group**

**Outline of the group** – JW – Group to be a place for feedback, opinions, be a voice for patients and the health of the area – Surgery and CCG level.

**Possibilities:** First Aid Courses, weight management drop in, stop smoking group, Sessions focussing on health issues : eg Understanding Diabetes / Heart disease / Child health for parents / drop in for single men .

**How can you help?** Help us shape services to suit the local population, Patient surveys, can invite people in to talk, open days etc.

**Set-up of the group** – The Hawthorn Patient Group is for the patients of Hawthorn Medical Practice, so it is your group to develop and shape as you wish. Some PPGs run on a more official basis with an elected patient chair and constitution and the group would be very welcome to use this structure if volunteers came forward. It was agreed that for the time being the group were happy with a relaxed approach and this may be considered in future should the group wish to apply for funding etc.

**3. Surgery update: – DF / GS –**

The Macmillan Coffee Morning raised £35.54 for Macmillan Cancer Support. Everyone was thanked for their contributions.

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**4. Questions from the group included:**

**Why is the surgery asking for more new patients to register when it is getting busier and there is less access to their GP?**

- Denise and Dr Gina confirmed that the surgery had to keep on registering patients as part of a contractual agreement. Each year the funding was related to targets and one of those was patient numbers. As Patient numbers grow, then so does the funding so more staff are employed to reflect the number increase. Gina also confirmed that the practice is hoping to increase the availability of the regular GPs to see registered patients.

**Why is there sometimes a board outside saying “Walk-in Full”?**

- Denise and Jenny explained that there are certain times for the walk-in clinic each day with a certain amount of appointments available at each session. The notice outside was introduced to relieve pressure on reception queues when there are no further appointments available and receptionists have to turn people away.

**F O’R asked about the electronic access to patient records at some other GP Surgeries.**

- Denise confirmed that this was starting to be rolled out across the country. It was suggested that the Patient Group may be involved in learning about this and promoting it in the surgery.

**Fo’R also highlighted “World Mental Health Day” being held on Thursday 10<sup>th</sup> October,**

- Services were highlighted at Crisis Point in Levenshulme and Turning point charities which offer support in this area. It was agreed that the Surgery would promote this on social media sites and contact Turning Point to see if we could link between the two and possibly invite someone to speak at further group, and look into this issue as a group. JW to follow up.

**IChoose to change campaign JW**

The surgery is taking part in a campaign across our 4 surgeries called “I choose to change”. Jenny showed the group the flyer and “I did it” cards.

The idea is that while sometimes we can be overwhelmed by a big list of things we should change, if everyone chose to change just 1 thing we may start to do it. Patients will be asked to fill in a pledge card with their change – drop half of it in a Change Box on reception. There are also twitter and facebook pages set up for support and information.

The pledges will be collected anonymously then brought to the patient groups. Each group will then be able to decide what services we can produce to support people’s change pledges and develop some services to suit patient needs. This will be across surgeries so we will be able to draw on the experience and expertise across sites in moving the community side of the company forward.

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As a warm-up everyone at the patient group was given 2 post-it notes. One was to be put on a larger piece of paper entitled “ If I could change 1 thing about my doctors surgery” and the other “if I could change 1 thing for me”.

The results from this short survey of staff and patients were as follows:

### **If I could change 1 thing about my Doctors surgery:**

- Reduce waiting times for an appointment x2
- More appointments available with specific GP x2
- Talks on Mindfulness / Macmillan
- More seating
- More staff in the practice
- More staff meetings in protected time

### **If I could change 1 thing for me:**

- Find somewhere to play table tennis
- Stop Smoking
- Learn Computer skills
- Manage health to return to walking
- Cycle more
- Have lunch with other staff
- Have more fun in life and laugh more

### **Diary dates:**

It was agreed that the group should meet every 3 months as a rule. The group was happy with the time of 6-7pm. Denise and Jenny will arrange a time for a Christmas event and then we will meet formally again in January.

Date for next Patient Group to be confirmed.