



Dr Mackenzie and Partners  
Patient Participation Group

<http://connectingourcommunity.co.uk/>

**Meeting Thursday 6<sup>th</sup> April 2017 at 6.30 p.m.**  
**Education Room Haslingden Health Centre**

### **Meeting notes**

#### **Attending**

Jane Howell – Chair JH   Elaine Bates EB – Practice Manager   Dorothy Mitchell DAM – Secretary  
Leanne Gorman LG   Tom Pound TP   Carole Eastham CE   Mhairi Brady MB

#### **Apologies**

Brenda Harvey   Ian Turnbull   Phil Riding   Rachel Yates

Chair welcomed all present . Minutes of the last meeting were agreed as a true record.

#### **Matters arising**

The practice entry on NHS Choices is still out of date. EB continues to address the issues around this.

Following the visit of Michelle Pilling – (Lay Advisor Quality and Patient Involvement - Deputy Chair NHS East Lancashire Clinical Commissioning Group) to the PPGs we can report positively. Subsequent to our representations to her we have a commitment from the CCG to put their community group funding directly into our community rather than second hand via CVS. REAL will be looking to our members, local groups and people in the community to put together projects old and new for this money. The overall aim is to create a Social Movement delivering Social Prescribing while contemporaneously blowing the lid off Loneliness, Isolation and Dementia. Members are asked to make this known throughout the community to suggest ideas that will make a little go a long way through our links in the community.

REAL has also been charged to deliver the Rossendale Borough Council (Haslingden) Loneliness and Isolation project. This requires working with groups and individuals in Haslingden old and new to develop and support the creation of a neighbour network – designed through co-production with local people which will be: - REACHING – lonely and isolated - SUPPORTING – local activities and services. Again, local money to help local people and a good idea that won't work unless we bring the people with needs into the wider community and provide them with the means to change their lives for the better.

REAL has also been successful in a bid to fund the development of the Haslingden PPGs. There will be more opportunities for Share and Tell events and for members to be more active in supporting the Practice in the Health Centre and in the community. Updates will be posted. Discussion resolved we ask that the first event cover support for Carers and Diabetes. EB said there were over 500 diabetics registered with the practice and that also COPD would be a good condition for us to highlight as well.



Dr Mackenzie and Partners  
Patient Participation Group

<http://connectingourcommunity.co.uk/>

## **Practice Update – Elaine Bates**

**The Practice Nurse** post has been filled and not only with one full time but two part time offering 50 hours each week. Debbie and Elaine are settled into the posts and already there is excellent patient feedback.

**The new Phlebotomy Service** which was to be available to us in Rawtenstall has now been moved to Haslingden which is good news for us. Appointments up to 8p.m.

- This service is provided to offer flexibility for patients and additional capacity for practices.
- This service is provided in addition to and is not a replacement for existing services.
- Patients book into the clinics via their usual GP practice.
- One session per week
- Patients can book into any session.
- Session times are between 6 and 8pm by appointment – (remember to take your blood form with you).

## **Changes to repeat prescription service**

Problems have been identified in relation to long term and repeat prescriptions which have resulted in stock-piling and mismanagement and the decision has been to put safeguards in place. Many of us will not like the changes because we like it as it is but we must consider safety and economy. The Practice is doing everything possible to make the change simple and streamline the new way.

- Patients are personally responsible for ordering their own prescriptions from their GP.
- Prescriptions may no longer be ordered by a third party.
- There will be a dedicated manned prescription telephone line with a trained member of staff to take your call.
- There will be a secure internet facility for patient access
- There will continue to be a drop off request box at reception
- Once ordered the nominated pharmacy will collect and deliver as before

Arrangements can be made in special and mitigating circumstances to circumvent the new system but only by agreement with the GP.

This will come into force in June after a sequence of information alerts.

## **Election of Secretary**

Secretary has resigned for health reasons in so much as she feels she is no longer 'reliable'. It was made clear that in her role she had provided services beyond that of secretary and that the new incumbent would be required only to send out the agenda as agreed with the chair, attend the



Dr Mackenzie and Partners  
Patient Participation Group

<http://connectingourcommunity.co.uk/>

quarterly meeting and write up and send out the minutes once agreed with the chair. The election was unproductive, most likely due to the job being seen as time consuming and difficult. DAM assured all present it need only a token commitment but a commitment we were unable to manage without. One person present will consider however we are to canvass the member ship. It should be possible from a membership of around 60 that one person could carry out this role. The Chairman thanked DAM for her work to date and presented her with flowers from the group. DM thanked members, re-iterated her enjoyment of the role and disappointment that she was no longer sufficiently reliable to carry on.

There being no further business, the meeting closed at 6.30 p.m.

Date of next meeting – Thursday 10<sup>th</sup> August 2017 at 6p.m. Please note the earlier time as our AGM it at 6.p.m followed by our regular meeting.