

Minutes of the Patient Participation Group meeting on Wednesday 11th April 2012

Attendees: Dr. Janet Nolan, Sharon Orr, Bill McCormick, Carmel Worden, Elaine Gaffney, Doreen Rigby, Judith Butterworth, Gwyneth Williams, Janet Pendlebury, Arthur Roe, Thelma Clague and Carole Roberts.

Apologies: Robert Edge.

Opening Remarks and Welcome – The Chairperson extended a welcome to all those attending the meeting. It is appreciated that people give their free time to attend these meetings. Also she apologised for the March meeting having to be cancelled at the last minute and hoped this had not caused problems for anyone.

- ⤴ Apologies for absence received as detailed above.
- ⤴ Matters arising from the minutes – Bill stated that the Building Society account was now open and a pass book had been provided. There was currently no cheque book available with this account. If cash is required to pay any bills this would mean 2 signatories having to go to the Building Society to draw money out. This was not seen as a huge problem as cash would probably not be required very often.

Sharon stated that the hooks in the ladies toilet had now been done. She also reported that there had not yet been a meeting with the PCT but one was scheduled to be held in 2 weeks time. At this meeting Sharon will raise all the concerns that have been brought to her attention.

The survey forms have been analysed and any concerns have been noted. Overall the responses have been very positive showing a marked degree of satisfaction with the services provided at both sites. Sharon said that the final report had now been put on the surgery website. A copy of the report was handed to everyone at tonight's meeting for them to take away.

- ⤴ Secretary's report – Microsoft office is now up and running and the agenda and minutes have been sent out to everyone via E mail without any problems being reported.
- ⤴ Treasurer's report – 2 updates on the PPG accounts were given due to no meeting in March. The accounts for March are:- Balance brought forward is £348.57 with income from the book sales £55.55, giving a sub total of £404.12. Expenditure this month £50.00 for Microsoft Office computer programme. Total income minus expenditure is therefore :- Balance in bank £339.12. Balance in Building Society £10.00. Cash in hand £5.00 float

The accounts for April are:- Balance brought forward is £354.12 with income from the book sales £33.55, giving a sub total of £387.67. Expenditure this month £107.98 for the purchase of 2 tables. Total income minus expenditure is therefore:- Balance in bank £264.69. Balance in Building Society £10.00. Cash in hand £5.00 float.

- ⤴ Practice report – Sharon reported that the appointments line would be operational at the Bispham site by the end of April. Information slips were being handed out to patients at both surgeries and it was also on the website to let everyone know. This move should help considerably with the manning of the appointments line and ease any delays for patients trying to get through on the phones. The facility is currently being installed at Whitegate Drive for the TV's to display a patients name when called in to see the GP. This should help patients who may have hearing problems worrying in case they have missed their turn. Sharon said she has written to various organisations who do complementary medicine, physiotherapy – chiropody – etc, to see if they wished to rent a room at the surgery to enhance facilities for patients.
- ⤴ Book Rota – Thelma Clague asked for volunteers to cover the rota for the book stall until our next meeting. She will also contact any members not present at this meeting.
- ⤴ A.O.B – Purchase of table(s) for the book stall had been made and the tables are now in use. All the people that help on the book stall agreed they were much stronger and should last considerably longer. Approval was given for the purchase of a few more of the plastic boxes. Carole said she would get 3 for the time being and if any more were needed they could be got later, rather than buying too many now. Doreen said she had made enquiries with Tesco about what happened to their old shopping trolleys. She had been told that they are all sent for recycling so there would be none available to us. A discussion ensued about buying a trolley from a firm called Coopers. This firm seemed to have the most suitable trolley for our needs in transporting the crates of books from the store room to where the book tables are set up. Approval was given for the purchase of the trolley from Coopers. Elaine asked if it would be possible to increase the float to £10.00 as occasionally there wasn't always enough money in the cash box to give people change. Approval given for increase to £10.00 float to be held in cash box. It was suggested that we could hold a jubilee themed raffle with raffle envelopes on sale for the 3 weeks up to the bank holiday, with prizes to be drawn the week after. Everyone to bring along ideas and any prizes they wished to donate to the next meeting. Also any banners, flags, etc to decorate around the area. Everyone to look for jubilee themed prizes as well as the usual bottle prizes to be paid for from the PPG funds.

Date and time of next meeting is 6pm on 09/05/2012 at the Bispham surgery.

