

## Minutes of the Patient Participation Group meeting on Wednesday 15<sup>th</sup> August 2012

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Attendees: Thelma Clague, Sharon Orr, Dr. Janet Nolan, Janet Pendlebury and Carole Roberts.

Apologies: Robert Edge, Doreen Rigby, Arthur Roe, Bill McCormick, Carmel Worden, Gwyneth Williams and Elaine Gaffney.

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Opening Remarks and Welcome – The Chairman extended a welcome to those people attending the meeting tonight.

⤴ Apologies for absence received as detailed above.

⤴ Matters arising from the minutes other than book stall related and practice related

Sharon had not had to buy any raffle prizes as extra prizes had been donated by the practice GP's and PPG members. This gave us a total of 15 prizes altogether, with some very good value prizes to be won. The raffle had been drawn on 14/08/2012 as previously agreed. Sharon had details of all prize winners so that they could be notified by the surgery staff to collect their prizes.

A question was asked whether there were any more PPG badges available for members. These would be useful if as discussed previously we are going to take time to talk to patients attending the surgery. No-one was sure where they had come from but Sharon said she would make enquiries to see if any more could be obtained.

The reason that the automated booking in system was asking smoking related questions is because the Government want all surgeries to collate this information. Our practice is one of the first in the country to be collating this information and the practice target was 90% completion. Although the questions were not set by the practice, Sharon would ensure that the relevant governing body would be made aware of people's concerns about a right to refuse to answer not being available.

A suggestion was made that as the treasurer presents such a good breakdown of funds in his report it might be better if he sends it out by E mail each month. It would not need a separate paragraph in the minutes each time if that was done. However, this is to be discussed with the treasurer at the next meeting as there may be logistic problems with this.

⤴ Secretary's report – It was stated that last minute phone calls and E mails had been received by the secretary from people unable to attend tonight's meeting due to the appalling weather conditions. Sharon had sent an E mail to the secretary about an event being held in October. This was a limited number invitation to attend a PPG network event on 02/10/2012 at the Hilton Hotel in Blackpool. The invitation was

from the Clinical Commissioning Group for Blackpool which is replacing the PCT. They are a 'wave 1' authorisation which means they are one of the first in the country. There are 4 places available, names need to be given A.S.A.P before the deadline stated. It was agreed that officers of the committee would be the first to attend and if there are any further events planned then others might wish to go also. The Secretary to reply to the invite giving relevant details before the deadline.

- ⤴ Treasurer's report – Update on the PPG accounts included funds raised in the last month and any expenditure. Balance brought forward is £282.82 with income from the book sales £22.65 and income from the raffle £30.21, giving a total of £335.68. There was no expenditure this month. Therefore :- Balance in bank is £79.48. Balance in Building Society is £246.20. Cash in hand £10.00 float.
- ⤴ Practice report – Sharon stated that the revised system for ringing the appointments line was now up and running. This is a call queuing system, set at a maximum of 6 waiting, at which point people will be asked to call back later if they don't wish to hold on. It had been very frustrating for staff to not be able to deal with all phone calls as quickly as they would have wanted. Patients have also complained about the lack of appointments available, however, patients don't always realise that this is peak holiday time for GP's and surgery staff. Also new GP's and trainees need to be shown how to use the computer system, etc and generally mentored before they are working at full capacity. By the beginning of September things should have improved with more appointments being made available across the board. People have also complained about the receptionists asking questions about why they need to see the doctor. This is not because they are being awkward but they are trained to recognise if a patient needs to see someone else, eg: clinical pharmacist, nurse practitioner or even if they should be going straight to A&E. It is about signposting them to the most appropriate person or department. Sharon also brought some completed suggestion forms and complaint forms she had received. Some were about the appointments line always being busy but the new system should see an improvement. This will be monitored over the next couple of months to ensure there is an improvement. Also comments about GP's running late with appointments – sometimes it is unavoidable if an earlier patient has seen them with a more complex condition needing extra time to sort out. Send staff on courses about empathy and awareness that patients are sick and need assistance instead of smug attitudes. Why does it take 2 or 3 weeks if you want to see a specific GP? At Whitegate Drive very stuffy and hot in the waiting area. Both Sharon and Dr. Nolan stated that all comments were treated seriously and if things can be changed then they will be.

- ⤴ Book Rota – Thelma Clague suggested that the sale of books be suspended for the next month as our sellers were either on holiday or had been ill. This was agreed and Thelma would notify those people involved not at tonight's meeting.
- ⤴ A.O.B –
- ⤴ A suggestion was put forward to ask members if the 2<sup>nd</sup> Wednesday of every month was still appropriate for our meetings. Also whether we still want to meet on a Wednesday and not some other day. To be discussed when more members present at next meeting.
- ⤴ Sharon asked if the survey could be done earlier this year and it was decided that we would issue the same questions as last year. This should give a comparison with last year's results and of how things have gone with the move to new premises etc. Consideration to be given to doing future surveys in say April/May as these should be less busy periods for all concerned.
- ⤴ The issue of how to attract new members to the PPG was raised. Every member would like to see more people getting involved with the PPG, however, try as we might to encourage this with our on- going advertising we are not getting any more volunteers. It was suggested that the National PPG might be worth looking at, as well as more local organisations. This is something that can be looked into once the holiday/summer season, raffle, etc, has finished and we can devote more time to the subject.

Date and time of next meeting is 6pm on 12/09/2012 at the Bispham Surgery.