

Minutes of the Patient Participation Group Meeting on Wednesday 14th August 2013.

Attendees: Doreen Rigby, Roy Shentall, Bill McCormick, Thelma Clague, Elaine Gaffney, Carol Brown, Roberts Edge, Sharon Orr and Carole Roberts.

Apologies: Carmel Worden, Janet Pendlebury and Dr. Nolan. Also Gwyneth Williams as she was attending the Healthwatch meeting on the PPG's behalf.

Opening Remarks and Welcome – The Chairman extended a welcome to those people attending the meeting tonight. The chairman also explained that Gwyneth was attending the Healthwatch meeting tonight on behalf of the PPG. Gwyneth will give a feedback talk to everyone at our next meeting in September.

Apologies for absence received as detailed above.

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

Open Day – Posters are up in both surgeries and the Open Day is being advertised on the prescriptions that people collect. Roy gave a report about what the sub – committee had worked out about displaying posters etc. Also which rooms had been allocated and what staff would be available throughout the day. It was decided that members of the PPG would meet and greet customers, record their details on a slip of paper (Elaine to design) which they would take with them whilst their weight/height/BMI is done. Then they would see the health care assistant with this information and for the breath tests to be done. Elaine was given details of all the PPG members who are going to help on the day for her to work out a rota. People who are screened on the day will be entered into the prize draw (Bill to obtain the 5 £10 vouchers) which will be drawn at the end of the Open Day. The slips of paper handed into the health care assistants to be used for the prize draw. Elaine said she has been in contact with the printers to arrange for larger posters to be done. The printer had said that we could have a special deal of 5 posters for £10 each which the committee agreed we would pay for. A further sub-committee meeting has been arranged for 05/09/2013.

Chairman's report – nothing noted.

Secretary's report – Contact had been made with the Gazette (EVE supplement) Radio Wave and Radio Lancashire about promoting the event. However, whilst they would not guarantee they would use it, I will send an E mail giving full details, along with all promotional posters and hopefully they would be interested enough to promote it. I will also make it plain that this event is for Glenroyd patients only. Angela had E mailed the lady about the Know Your Numbers campaign but as she was on leave until today she

had not yet had a response regarding any promotional DVD's/posters etc. However, it was not looking very promising.

Treasurer's report – Update on the PPG accounts are shown on the separate document provided by the treasurer.

- △ Practice Report – Sharon confirmed that the changes to their clinical computer system had been done and they went live on EMIS web on 07/08/13. This was more to enhance the computer software available for staff use and it should not interfere with how patients access their on line prescriptions/appointments. Things had been going slowly and staff had been having problems working their way around the system but this should improve the more that they use it. Further training for the staff was being arranged in-house to help them get more familiar with the new programme. Posters have been put up to explain to patients, hopefully to help minimise any disruption. She also said Dr. Clark will officially become the new practice partner on 01/10/2013. Although Dr. Clark had already started working in the practice but as a locum until October. Also Dr. Baldwin had already started work in the practice as a new salaried GP.

Book Rota – Thelma Clague suggested that we don't sell books at all this month. A lot of people are busy at this time of year with holidays, child care commitments etc. Also we are all focused on the forthcoming Open Day event and concentrating on making it a success. The suspension of the book stall for the next month was agreed by all present.

A.O.B – Everyone to think about whether we should change the day we meet. Still to keep to a Wednesday but maybe the first Wednesday or fourth Wednesday of the month.

Date and time of next meeting is 6pm on 11/09/2013 at the Bispham Surgery.