

Minutes of the Patient Participation Group Meeting on Wednesday 11th December 2013.
Attendees: Bill McCormick, Thelma Clague, Elaine Gaffney, Dr. Nolan, Carmel Worden,
Sharon Orr, Doreen Rigby, Robert Edge, Gwyneth Williams and Carole Roberts.

Apologies: Anne Clark and Carol Brown.

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

Matters arising from the minutes other than book stall related and practice related. There were no matters arising. The survey is to be discussed as a separate item.

Survey – A discussion was held about the various questions and phraseology of the questions. It was decided that a few further amendments would be done and that a revised survey sent out to the committee members. This could then be finalised at the next meeting in January to enable the committee to arrange distribution. Also the committee will have to arrange a timetable for members to be available w/c 13th January 2014 and w/c 20th January 2014. This is to help patients complete the survey, if help is required. Sharon/ Dr Nolan to find out the best times during those 2 weeks when it would be most beneficial for members of the committee to be at both Bispham and Whitegate Drive.

Doreen and Robert both gave feedback on their attendance at the Healthwatch meeting they went to. Information obtained included the (know your numbers campaign) held in Blackpool which had tested 15,000 people, with 2,500 having high blood pressure. Next year the focus will be on lung function, asking how old are your lungs? all surgeries in Blackpool will be asked to get involved. For the future Healthwatch wants to know how chronically ill housebound patients are dealt with by their GP practice and are care plans in place. Also how to tackle mental health problems/social problems and childhood obesity are all issues to be addressed next year. The chairman thanked Doreen and Robert for their feedback.

Chairman's report – The Chairman again confirmed that a lot of the committee had expressed an interest in attending the Healthwatch meetings. It was agreed that everyone who wanted to attend the Healthwatch meetings should have the opportunity to do so. To this end it was decided that if possible 2 people would attend 2 or 3 meetings with 1 dropping out at the end of their tenure. Another person would take over and it was hoped that way there would always be continuity at each meeting. It was confirmed that Carole Roberts and Gwyneth Williams would go to the next meeting on the 18th December. Carole will also attend the Healthwatch meeting on the 28th January and it will be decided at our PPG meeting on the 8th January 2014 who will attend with her. The chairman asked the secretary to send thank you notes to Nancy, Alan and Lavinia for all their hard work and

support with the book stall. Although they have not yet been persuaded to join the committee they have given us a lot of help throughout the year.

Secretary's report – Nothing noted. Although a request to Elaine is being made for a sign for one of the crates of books. The wording to be something on the lines of health and wellbeing or similar, we seem to have a lot of books which would fit into that category.

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

- ▲ Practice Report – Dr. Nolan and Sharon said that the take up at Glenroyd for the shingles vaccination had been quite good, this was in contrast to the feedback from Healthwatch who had reported a poor response at a lot of GP surgeries. At the moment it is planned that the surgeries will close at 1pm on Xmas Eve and New Year's Eve, however, the out of hours service will be operating as normal. The CCG have asked surgeries to be involved with an initiative to allow the Citizens Advice Bureau to visit their surgeries. This is so that they can help patients with any problems/forms completion etc. A room at the Bispham site has been set aside for a couple of hours on a Friday for this but there is confusion as to who is booking the appointments. Sharon said she would try to get it sorted out to avoid any further confusion.

Book Rota – Thelma Clague suggested that we don't sell books at all this month. A lot of people are extra busy with Xmas and there is still some preparation to be done to be ready for the survey. The suspension of the book stall for the next month was agreed by all present.

A.O.B – It was suggested that we have a lunch out in the New Year and the week after we have done the survey was suggested as a possibility. This is to be decided at the January 2014 meeting.

Date and time of next meeting is 6pm on 08/01/2014 at the Bispham Surgery.