

## Minutes of the Patient Participation Group meeting on Wednesday 8<sup>th</sup> February 2012

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Attendees: Dr. Janet Nolan, Sharon Orr, Bill McCormick, Carmel Worden, Elaine Gaffney, Doreen Rigby, Judith Butterworth, Janet Pendlebury, Robert Edge and Carole Roberts.

Apologies: Arthur Roe, Thelma Clague and Gwyneth Williams.

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### Opening Remarks and Welcome –

A welcome was extended to all those attending the meeting. It is appreciated that people give their free time to attend these meetings. Especially when it seems that half the roads in the area have been dug up and diversions are in place making it difficult for people to get to the Bispham site.

Apologies for absence received as detailed above.

### Matters arising from the minutes –

- Bill stated that he was unable to open the account at the Building Society until he had the letter headed notepaper. This would need the relevant officer's details to be included as they would be the signatories for any chequebook. Elaine (the PPG's resident artist) presented the meeting with the finished notepaper required by the treasurer. Elaine was thanked by the committee for taking the time to do such a professional job. (The treasurer, deputy treasurer and secretary arranged to meet at the Building Society the following week to open the account).
- Sharon apologised for not having got the hooks in the ladies toilets at Bispham done. She hoped to get this sorted A.S.A.P. She also reported that there had not yet been a meeting with the PCT to discuss the car parking concerns at Bispham. As soon as a meeting is held Sharon will raise all the concerns that have been brought to her attention. Sharon also reported that the new flooring had now been completed at Whitegate Drive.

### Survey Results

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.

Concerns were generally waiting times to be seen, and getting through on the telephones to make an appointment.

Within the suggestion box there has been numerous requests for children's reading books within our waiting areas.

Some comments about providing more chairs with arms and higher chairs to make it easier for people to get out of them were made. This could be looked at in the future for Whitegate Drive when funds allow, but the new chairs at Bispham had been chosen because they were approved as DDA compliant.

Unfortunately where there had been a negative response made on the survey forms and more details requested, people had chosen not to provide any extra information.

A discussion ensued about the value of the question whether people were seen by a training doctor or not. The GP's had requested this to be on the survey so that they could use the information themselves. Although the wording had said training doctors - all the doctors are medically qualified and are at the surgery to obtain general practice experience.

The results of the survey were passed to Dr. Nolan and Sharon to be put on the website and to allow the doctors to see the results.

#### Agreed Actions for implementation

It was agreed that the following items would become a priority for the Practice action plan:-

- To look at moving the appointments line to Moor Park Surgery as there is additional expansion space which will allow more staff to man the phone lines during busy periods.
- To have a variety of children's books in our waiting areas.

#### Reports from

- ⤴ Secretary's report – Microsoft office has now been purchased and installed on the computer. Hopefully this would enable the secretary to send out the agenda and minutes via E mail in the future.
- ⤴ Treasurer's report – Update on the PPG accounts included funds raised in the last month and any expenditure. Balance brought forward is £321.02 with income from the book sales £37.55, giving a sub total of £358.57. Expenditure this month £10.00 for 2 tins of assorted sweets. Total income minus expenditure is therefore: - Balance in bank £343.57. Cash in hand £5.00 float.
- ⤴ Practice report – Sharon reported that the appointments line would be moving to the Bispham site soon. There were still some aspects to be finalised and information

would be given to patients once everything had been sorted. 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. Also it had been noted that some people commented on the survey forms that you can't collect prescriptions on a Saturday. However, people can request that their prescription is passed to the Assura pharmacy for them to collect on a Saturday. There is also the facility to have their repeat prescription held by the pharmacy for 6 months. The practice is looking into having a further touch screen at Bispham to book in with. This one would have the added facility for a patient to record their blood pressure, height, weight, how much they drink /smoke etc. The information would automatically transfer to the patient's electronic record. There would have to be a BP machine and weighing machine at the side of the screen for patients to use. A discussion ensued about how much benefit there would be for the amount of money involved in the setting up of this facility. Also doubts were expressed about how many people would in fact use it due to a lack of privacy when inputting any personal data. The consensus of opinion was that this facility would be a waste of resources. There had been a suggestion that background music could be provided in the waiting areas at both surgeries. However, what type of music would be suitable for such a diverse range of people. This will be looked into further by the GP's and staff, if feasible then we may have music at some point in the future.

#### Book Rota

Doreen Rigby asked for volunteers to cover the rota for the book stall until our next meeting. She will also contact members not present at this meeting.

#### A.O.B

Purchase of trolley and table(s) for the book stall.

Sharon to look at JTF's for us and rest of us to look around generally and report back at the next meeting.

Elaine and Sharon to liaise regarding bigger posters to advertise the book stall and possible use of a whiteboard to go at the entrance to the surgery.

A discussion ensued about the correct way to record book sales in the cash book. Some people are recording the information differently to others. The treasurer stated the correct way he required this to be done to help him when he has to reconcile the accounts each month.

Date and time of next meeting is 6pm on 14/03/2012 at the Bispham surgery.