

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

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

Apologies: Robert Edge and Sharon Orr and Janet Pendlebury.

Opening Remarks and Welcome – The Chairman extended a welcome to all those attending the meeting. The chairman also reported back about her experience of sitting in on interviews for a further GP vacancy. She stated how interesting the experience had been.

- ⤴ Apologies for absence received as detailed above.
- ⤴ Matters arising from the minutes other than book stall related and practice related

A question was asked whether Sharon had bought any raffle prizes but as she was not available tonight this wasn't known. The treasurer said he had not received any invoices from Sharon so presumed she had not yet bought any prizes.

- ⤴ Secretary's report – No correspondence received and nothing to report.
- ⤴ Treasurer's report – Update on the PPG accounts included funds raised in the last month and any expenditure. Balance brought forward is £278.32 with income from the book sales £24.50, giving a sub total of £302.82. Expenditure this month totals - £20.00 for printer ink. Total income minus expenditure is therefore :- £282.82. Balance in bank £79.48. Balance in Building Society £193.34. Cash in hand £10.00 float.
- ⤴ Practice report – Dr. Nolan reported that Dr. Russell, Dr. Biyani and Dr. Woodhouse would be staying with the practice and that further new trainee GP's would be arriving soon. The interview for a further salaried GP had been successful and the post had been accepted by Dr. Esuga. Due to a national initiative Dr. Nolan said that the baby clinics would be altered in future and become community baby clinics. Interviews were being held for a part time practice nurse and health care assistants to enhance the services provided at these community baby clinics. However, eight week checks and full vaccinations would still be done in the practice. There are now 2 booking in TV's at both sites available for patients to use and this should reduce any waiting times at busy periods.
- ⤴ 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 discussion ensued about whether to continue with the selling of books

on a Tuesday. It was suggested that we do alternate weeks on a Monday for a little while to see how busy they might be and then review the situation.

- ⤴ A.O.B – Raffle:- Everyone was reminded to ensure they had given Sharon any raffle prizes they were donating before the 14th August. This was agreed by all present and the prizes already donated to be held for this new raffle. The date of the draw for prizes will be 14/08/2012.
- ⤴ A question was asked as to why certain GP's did not appear on the internet booking in system. Dr. Nolan stated that there are only a certain amount of appointments made available each day for each GP. Once those slots have been filled then that GP's name would not show up on the pick list.
- ⤴ It was mentioned that there had been the odd problem with booking in at Whitegate Drive using the self service system. Then having to book in at the desk and data not being pulled through which meant a delay in being seen.
- ⤴ It was mentioned by the Secretary that a couple of people had been to her house to state their concern at the questions being asked about smoking habits when using the automated booking in system. They hadn't wanted to complain at the surgery as they didn't want to compromise their doctor/patient relationship. The problem seemed to be that there was no way to decline to answer those questions as they came first before being able to book in. Their concern seemed to be that they felt they were being coerced into giving information just to satisfy the latest Government initiative. Dr. Nolan said she would mention it when the practice GP's next meet.
- ⤴ 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 15/08/2012 at the Bispham Surgery.