

Minutes of the Patient Participation Group Meeting on Wednesday 8th July 2015 Attendees: Thelma Clague, Elaine Gaffney, Doreen Rigby, Janet Pendlebury, Anne Clark, Dee Livesey, Bill McCormick, Carmel Worden and Carole Roberts.

Apologies:-Carol Brown, Moses Nutekpor, Gwyneth Williams and Sharon Orr.

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

Matters arising from the minutes other than Patient Participation Group Network (PPGN) related and book stall related. These are dealt with as separate items within the body of the minutes.

Matters arising were - Dee had done her research with regard to the chairs and after a bit more discussion regarding adjusters, it was decided exactly which ones we would order. Dee said that she would correlate the preferences into a document and E mail it to Sharon so that she could order them through the practice. Sharon would then arrange for Bill to settle the account. It was confirmed that we would order 1 orange, 2 cream/beige and 2 blue chairs assuming Dee could make the finances work in our favour. Bill suggested that we might be able to get the Gazette involved with some publicity for the PPG when the chairs are handed over to the practice.

PPGN feedback –Carole had attended the latest meeting and said that a man called Steven Robinson (who works for Empowerment/Healthwatch) had now taken over the responsibility for volunteers and data collection to assess what is needed. Steven gave his contact details and said he would be getting in touch with surgery managers and PPG's as soon as he gets more up to date with his duties. The secretary of Moor Park said that they were having difficulties recruiting GP's. They were planning to do video presentations to go with their adverts to sell Blackpool to potential applicants. It was mooted that something on the lines of a secret shopper scheme could be set up by the PPGN. This would entail going around surgeries where you aren't registered to assess how the staff interact with patients and the standard of facilities. This was only in the early stages and would take a lot of organising before it went ahead. All minutes E mailed to the secretary about the PPGN had been sent out to our members.

Open day – It was agreed by all that the Open Day had been very well received by those people who attended. We had always promised to do one at Whitegate Drive and now this had been done. A big thank you was given to Elaine for all her hard work prior to the day, designing posters, leaflets etc and for organising us all on the day.

Chairman's report – Nothing noted.

Secretary's report – Nothing noted.

Treasurer's report – Update on the PPG accounts are shown on a separate document dated 8th July 2015

Practice Report – Although Sharon was not here tonight she had asked Carole to report that another GP had given their notice and would be leaving later on this year. This would again put yet more pressure on the other GP's. An advert was already in place for a salaried GP but the website is full of adverts for doctors and we would be competing against all these other practices. However, the practice would continue to do it's best to minimise any disruption for the patients. It was noted that the practice would be trialling a slightly different system for some urgent appointments (drop in surgery) to try to reduce pressure on the system and staff. This would be monitored closely to see if it worked or not. Leaflets would be placed around the surgeries and it will be advertised on the website. Sharon had asked Thelma to mention if the PPG would be prepared to do another survey. Dee volunteered to do some research on this subject and report back. It was agreed that at the next meeting we would have to set up a sub-group to take the survey forward.

Book Rota - The Chairman asked for volunteers to cover the rota for the book stall until our next meeting. She will also contact any members not present at tonight's meeting, if their help is required. It was decided to try selling books on a Wednesday morning instead of a Tuesday afternoon. Carole said that Sharon had been asked if this would cause any problems and she confirmed it was OK.

A.O.B. – As this meeting had taken up the available time it was agreed that any AOB would be carried over until the next meeting.

Date and time of next meeting is 5pm on 12/08/2015 at the Bispham Surgery.