

Minutes of the Patient Participation Group Meeting on Wednesday 3rd June 2015

Attendees: Carmel Worden, Elaine Gaffney, Doreen Rigby, Sharon Orr, Janet Pendlebury, Anne Clark, Dee Livesey, Dr. David Cooper Carol Brown and Carole Roberts.

Apologies:-Bill McCormick, Thelma Clague, Moses Nutekpor, Gwyneth Williams and Robert Edge.

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

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

Matters arising were - Sharon said she had looked into the leaflets Doreen had provided about buying chairs. It seemed that the cost was quite prohibitive. Dee said she would see what was available with on-line suppliers and report back at our next meeting. Sharon confirmed that the website does allow for a change of languages. Sharon said that originally money was made available to the practice to set up a PPG. However, this was money diverted from other elements and not extra funding. This year the money has been incorporated into the practice funding and again is not extra. As a practice they order any core equipment which comes out of any funding but anything extra is not covered. A short discussion ensued about different ways on how to raise funds and what the aim of those funds would be for. Everyone was tasked with thinking about this and for it to be discussed at a later date.

PPGN feedback – There had not been anyone available to attend the last meeting and therefore no feedback could be given. However, all minutes E mailed to the secretary had been sent out to our members.

Open day – It had already been decided that the best day would be the afternoon of the 24th June from approx. 1.30pm to 4.30pm. All rooms at Whitegate Drive to be available with medical staff downstairs and the PPG members upstairs. Elaine has organised posters for both surgeries. Elaine to keep Moses supplied with leaflets promoting the event as he was very interested in being involved. Incentives to be offered will be 3 £10 gift vouchers which the PPG will pay for. A dry run was held today at Whitegate Drive to check everything has been thought of ready for the 24th June. All PPG members that could be there on the 24th to be available as patient numbers are unknown.

Chairman's report – Nothing noted.

Secretary's report – It was mentioned that we have a new member here tonight. Although another person had put their name forward, they had not turned up tonight. This was despite being contacted a couple of times by phone and E mail. It seems that

we are doing all we can to recruit but with little success. Carole said that this had been discussed at the PPGN previously and other practices seem to have the same problem.

Treasurer's report – Update on the PPG accounts are shown on a separate document dated 2nd June 2015

Practice Report – Sharon said that Dr. Assuga would be leaving the practice in July. This would put further pressure on the other GP's just at the peak leave period. An advert was being placed 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 do it's best to minimise any disruption for the patients. Sharon said that we may be having an inspection in July and would a couple of PPG members be available if the inspection takes place. She would be able to give us some notice and several members put their names forward. Also Sharon asked if as a PPG we would consider doing another survey. It has been approximately 18 months since we did a survey so once the open day has been done we could consider this in more detail. Carole said that the PPGN had discussed doing a generic survey for all the practices in Blackpool but it would be a long time before it was organised. This generic survey could be an interesting exercise for the future. Sharon said that they 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. Sharon confirmed that a sound system for calling patients into their appointments was not practical as there were issues about noise levels etc that could not be resolved.

Book Rota - The Deputy 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. Carole said that we had received a good response to Elaine's posters asking for books to be donated.

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 08/07/2015 at the Bispham Surgery.