

## Minutes of the Patient Participation Group meeting on Wednesday 9<sup>th</sup> May 2012

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Attendees: Sharon Orr, Bill McCormick, Carmel Worden, Elaine Gaffney, Doreen Rigby, Janet Pendlebury, Thelma Clague and Carole Roberts.

Apologies: Robert Edge, Gwyneth Williams, Arthur Roe and Dr. Janet Nolan.

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Opening Remarks and Welcome – The Chairman extended a welcome to all those attending the meeting. It was regretfully noted that one resignation had been received from a member of the committee due to unforeseen personal circumstances.

- ⤴ Apologies for absence received as detailed above.
- ⤴ Matters arising from the minutes – It was reported that there was no hook in the 3<sup>rd</sup> ladies toilet in the waiting area. Sharon said she would get this sorted A.S.A.P as she thought they had all been done. This one must have been missed when the work was being done.

It was reported that the tables, trolley and extra boxes purchased had made working on the book stall much easier. Transporting the books at the beginning and end of the day was now far quicker. Also increasing the float to £10 made it easier when giving change.

Sharon stated that a meeting had been held with the PCT to discuss all the matters that had been brought to her attention. She said that the PCT had listened to all the concerns raised and would be dealing with them. However, with all such organisations the issues raised would probably not be resolved quickly. Sharon said she would continue to discuss all matters with the PCT at every opportunity until resolved. The appointments line was now up and running at the Bispham site. There had been the odd problem as with all changes but everything seemed to be working well now with fewer delays for patients phoning the surgery. Sharon reported that the surgery was in negotiations with AGE UK about them providing a general foot care and nail cutting service at the Bispham surgery. This was still in the early planning stages at the moment but it would be seen as an important additional service if it works out. Although there is nothing planned of this kind for the Whitegate Drive surgery yet due to concerns regarding space and overall parking problems.

- ⤴ Secretary's report – A suggestion was put forward that - any matters arising from the minutes regarding the book stall be discussed under the separate item reserved for the book stall rota. Also for a separate item ie: practice report to be included on the agenda. This would deal with matters arising from the minutes regarding the practice and any new practice news. The suggestion was accepted by all those present.

- ⤴ Treasurer's report – Update on the PPG accounts included funds raised in the last month and any expenditure. Balance brought forward is £279.69 with income from the book sales £28.65, giving a sub total of £308.34. Expenditure this month £20.00 for printer cartridges. Total income minus expenditure is therefore :- £288.34. Revised grand total to take into account new float amount is £293.34. Balance in bank £90.00. Balance in Building Society £193.34. Cash in hand £10.00 float.
  
- ⤴ Practice report – Sharon reported that a new salaried GP (Dr. Gary Russell) would be joining the practice in August. Having another GP available would help the other GP's and enhance the practice further. Sharon stated that there are currently 14,773 patients registered with the practice.
  
- ⤴ 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.O.B – Raffle:- Everyone brought prizes for the raffle but it was felt that a few more bottles might be appropriate. Sharon volunteered to get the extra prizes for us and she would pass the receipt to the treasurer for re-imbursment.

A suggestion was made that maybe once a month members of the committee could talk to patients in the waiting areas. Asking them what they might want in the future to improve the environment whilst waiting etc. Also it would give us the chance to raise the profile of the PPG and possibly get more people to join us. This was seen as a positive step but would need further planning and organising for us to be able to do it. To be discussed further, although it is accepted it may take 2 or 3 meetings to discuss and organise.

Date and time of next meeting is 6pm on 13/06/2012 at the Bispham surgery.