

Minutes of the Patient Participation Group Meeting on Wednesday 11th March 2015

Attendees: Bill McCormick, Elaine Gaffney, Sharon Orr, Gwyneth Williams, Thelma Clague, Janet Pendlebury, Carol Brown, Doreen Rigby and Carole Roberts. Also the representative this evening for the GP's is Dr. Nugent.

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Apologies:- Anne Clark and Robert Edge and Carmel Worden.

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Opening Remarks and Welcome – The Chairman extended a welcome to those people attending the meeting tonight. She also welcomed our guests this evening who are Mr. Moses Nutekpor (Pharmacist at Whitegate Drive) and Dee Livesey both of whom are potential new members of the PPG.

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. There was one matter arising:- Sharon said in last month's minutes it was stated that the pilot scheme had already started. This was incorrect as the scheme has been delayed and would now probably commence in May.

PPGN – Carole attended and gave Doreen's apologies. There was very little to report back as not a lot had been discussed. However, Carole said she would make sure everyone received a copy of the Network minutes when they were sent to her. Doreen mentioned that an ongoing concern for the PPGN was the ordering of repeat medication and subsequent wastage of medicines. Moses gave a very informative presentation to this meeting regarding the problems encountered by chemists. They have great difficulty in trying to monitor a patient's true repeat prescription needs and what the patient thinks they need/want. It was agreed that this was quite a complex problem and would need substantial consideration at both local and national levels to combat it for the future.

Chairman's report – Nothing noted. However, the open day to be held at Whitegate Drive needs to be mentioned. Sharon said she would let us know the best day in June for it to be held and a suggestion was made that we set up a sub-committee at our meeting next month to take things forward.

Secretary's report – One lady who had expressed an interest in joining the PPG had not been able to attend tonight but would confirm before the next meeting whether she was still interested in joining us.

Treasurer's report – Update on the PPG accounts are shown on a separate document dated 3rd March 2015

Practice Report – Sharon reported that the pilot scheme would probably now commence in May; our practice as well as other practices locally would be taking part. This was to do with the management of chronic illness and Sharon will keep us

informed. The practice has had to employ some Locum GP's to cover the shortfall of salaried GP's. A further advert has now gone out for a nurse practitioner (although ideally 2 would be better) it would all depend on the response to the advert. Sharon said that they have put out a fresh advert for salaried GP's but when you look on the vacancies website there are a lot of job adverts for doctor's to come to Blackpool. As Blackpool is seen to be a deprived area it seems that no-one wants to come and work here. Also a doctor can earn more money working as a locum GP than as a salaried one. There is also a national shortage of doctors and although the Universities are trying to address this problem it will take several years for the current students to qualify. Dr. Nugent gave a very detailed analysis regarding the problems facing most surgeries not just our own. He also outlined national policies on recruitment and retention of doctors. One of the difficulties is that there is a greater demand for part time working and career breaks and this can bring its own problems with continuity etc. There is also a greater degree of newly qualified doctors remaining within the hospital system. It is now easier to become a consultant and it can in some cases only take 5 years to qualify. This is the same length of time it takes to become a GP. Dr. Nugent said that the staffing shortages at the practice will be an ongoing issue and that it will be actively managed for the foreseeable future. Dr. Nugent also talked about a number of changes ongoing in the health service generally and an example was the changes to how the health service budget would be handled in Manchester. NHS changes England has said that all GP practices have now to ask patients to complete the friends and family questionnaire with results fed back to them on a monthly basis. Sharon said that so far there had been 163 responses. Dec/Jan had been 95% positive and March had shown an improvement to 100% positive. Sharon said that there had been some problems for quite a while regarding the care people were receiving from the District Nurses. She said that a meeting had been held and our concerns had been fully acknowledged, however, they are having the same staffing problems as everyone else it seems. The problems with the lack of continuity of care were raised but until staffing levels improve this would remain an issue. They are aware of problems with the central referral system and also with communication. Sharon is meeting with them again next month to see if there had been any improvements.

- ⤴ 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.

A.O.B. –Time was running out therefore any AOB would be carried over until the next meeting.

Date and time of next meeting is 5pm on 08/04/2015 at the Bispham Surgery.