

## **Minutes of the Patient Participation Group Meeting on Tuesday 09<sup>th</sup> May 2017**

**Attendees:** Sharon Orr, Doreen Rigby, Elaine Gaffney, Bill McCormick, Gordon Caddy, Gwyneth Williams, Barry Winrow, David Cooper, Carmel Worden and Carole Roberts.

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**Apologies:-** Thelma Clague, Anne Clark, Janet Pendlebury, Carol Brown, John Madden, Michael Lamerton and Moses Nutekpor.

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

**Matters arising from the minutes of the last PPG meeting that are practice related together with the Practice Report** – Sharon gave feedback from a presentation she had been to about the NHS Five Year Forward View, for New Models of Care and Neighbourhood Development. This had been quite an involved session and Sharon said she would send the slides from this meeting to the PPG secretary. The secretary would then be able to E mail the slides out to everyone. The only thing certain from this was that there would be a prolonged and challenging period of change ahead for everyone. Sharon said that the friends and family short survey was not being completed by enough patients. One suggestion was that when we are selling books we could perhaps ask patients to complete it. Sharon said there had been no success in attracting any GP's for either the salaried position or as a partner so they were now looking further afield for applicants. At the moment there was also increased pressure on the reception staff, due to maternity leave/staff changes etc. Sharon said that she was looking to recruit more staff but this was proving difficult as it seems good candidates are proving hard to find. The practice was looking at new ways of working to be able to maintain the service and one possibility would be to share some staff as and when appropriate with North Shore surgery. Also they are looking at getting more people signed up to EPS (electronic prescription service) to reduce the need for GP's/nurses etc to sign paper prescriptions. This would also reduce the work for the reception staff as they would have less paper prescriptions to deal with.

**Questions for Sharon** – Elaine asked if it would be OK for the PPG to start to provide some new children's books occasionally for both surgeries. It had been noticed that the current books available were fairly old and torn. We would put a sticker on to say that the books were being provided by the PPG for use by our patients. It would be kept under review to see how it went and how often they needed to be replaced. Sharon thought this was a very good suggestion and was more than happy to agree to it. Also Sharon said she was looking into a bin for the reception area at Moor Park.

**Any other matters arising from the minutes, other than Patient Participation Group Network (PPGN) related and book stall related.** There were no other matters arising.

**Newsletter** – Bill confirmed that he was now on with the next newsletter and he would look into making alterations to the heading to make it stand out more.

**PPGN feedback** – Carole gave a brief overview of items from the meeting held on 26/05/2017. She said that she would E mail the minutes out to everyone when she receives them from Nathan.

**Chairman's report** – Nothing noted.

**Secretary's report** – All correspondence has already been issued to everyone in advance of this meeting.

**Treasurer's report** – Update on the PPG accounts are shown on a separate document dated 08<sup>th</sup> May 2017 handed out at the meeting this evening. Bill confirmed that the accounts had now been audited and approved.

**Book Stall** – Gwyneth 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 agreed that whoever is doing the book stall will put the books out as they prefer. The next person can change the books round to suit themselves if they wish to.

**A.O.B.** – It was again decided that the PPG members would have a think about what we could use our monies for and maybe bring any further suggestions to the next meeting. However, it was agreed that there was no rush to spend anything as we would need to ensure value for money on any purchase made. Once all ideas have been collated we could even have a small sub-group to consider which ones were viable and then bring along the final draft to a meeting for approval.

**Date and time of next meeting is 4.30pm on 13/06/2017 at the Bispham Surgery.**