

Minutes of the Patient Participation Group Meeting on Tuesday 10th October 2017

Attendees: Thelma Clague, Sharon Orr, Doreen Rigby, Bill McCormick, Elaine Gaffney, Gordon Caddy, Carmel Worden, Janet Pendlebury, David Cooper, Barry Winrow and Carole Roberts.

Apologies:- Gwyneth Williams, Anne Clark, Suzi Moden and Moses Nutekpor.

Opening Remarks and Welcome – The 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 the paperwork about the special printer to Carole this evening who said she would look at it. She would then pass it on to another member to consider as Carole would not be at the next meeting. Sharon also said that Dr. Nugent had asked her to thank those members of the PPG who had attended his retirement lunch, he had been (made up) by everyone being there. Due to the closure of a GP surgery in Blackpool our practice has been allocated an extra 200 patients. This means that Glenroyd Medical now has almost 16,000 patients altogether. 2 new Advanced Nurse Practitioners (ANP) have now been recruited and are in post. Primarily the ANP's will triage home visit requests and then undertake those visits as appropriate. The practice is currently short of GP's and is having to use locums. However, we are getting one new GP in January and possibly another one as well (yet to be confirmed). Adverts are out for a partner and salaried GP's but there has not been any positive response up to now. There is also a new practice nurse joining the staff in January to cover for absence. Healthwatch has been into the practice and their report is now with Sharon. It is as expected, with comments about delays in seeing a GP but overall everyone seems quite pleased with it as there were some good positive comments as well.

Questions for Sharon - Sharon said that the car parking situation had been quite a problem with patients phoning her as they had received car parking tickets. She has now had to refer people to the company dealing with it (parking eye) as it has nothing to do with the practice, (it had been taking over Sharon's day to day activities).

Any other matters arising from the minutes, other than Patient Participation Group Network (PPGN) related and book stall related. - None.

Newsletter – Bill said that the latest newsletter was ready for printing and would be issued soon.

PPGN feedback – The next meeting will be held at the end of October and a feedback will be given at the next PPG meeting.

Survey – Suzi had done a sample survey for people to look at. It was made clear that this was only an early draft and could be refined as required. A question was asked about the cost of the survey monkey application and David looked this up and gave a quick breakdown of the costs involved. After further discussion it was agreed that we would postpone the survey for now and look into doing a more in depth one, possibly in the New Year. A sub-group was suggested and names were put forward for this. Carole said she would contact Suzi when she was back from holiday for her to take this forward. Sharon said that they were looking to have more group consultations/discussions with people who had diabetes, COPD, etc. This was something being rolled out nationally and our practice was keen to be involved for the future. These groups could be extra candidates for completing our survey.

Funding - It had previously been decided to set up a sub-group to look into our future funding and how any money raised was to be spent. David gave a feedback from that sub-group and the recommendations presented this evening were approved. The main thing looked at for the immediate future would be the possibility of setting up our own web-site, to promote the PPG and the practice. The sub-group agreed to meet again to fine tune things, Carole is to arrange a suitable time for this. She would let Sharon know when the room would be required.

Chairman's report – Nothing noted.

Secretary's report – All correspondence has already been issued to everyone in advance of this meeting. Carole said she had been to an open night run by Healthwatch which included talks from various people including the CCG and Blackpool Health Trust etc. Healthwatch said they would be sending out a report of the evening's events, when received it will be forwarded to everyone to read.

Treasurer's report – Update on the PPG accounts are shown on a separate document handed out at the meeting this evening.

Book Stall – Barry has taken over the book rota and he asked for volunteers to cover the rota for the book stall until our next meeting. He will also contact any members not present at tonight's meeting, if their help is required.

A.O.B – Elaine said that she had asked Moses if Cohen's chemist would again supply the hampers for the raffle. Other raffle prizes would be required and suitable donations are always welcome. Elaine confirmed that the raffle envelopes and signs were already out at each surgery.

Date and time of next meeting is 4.30pm on 14/11/2017 at the Bispham Surgery.