

Minutes of the Patient Participation Group meeting on Wednesday 10th
January 2012

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

Apologies: Janet Pendlebury, Robert Edge and Arthur Roe.

- Opening remarks and Welcome – As this was the first meeting of the New Year, good wishes to all seemed to be an appropriate place to start proceedings.
- Apologies for absence received as detailed above.
- Minutes of the previous meeting were read and agreed.
- Matters arising from the minutes – Bill stated that he was unable to open the account at the Building Society as the election of the committee had not been done. The PPG headed notepaper would need the newly elected officers details to be included as they would be the signatories for any chequebook. Elaine (the PPG's resident artist) volunteered to do the design for the notepaper and would include details of elected officers, the practice logo and address, etc.

Election of the officers of the committee was formally proposed and seconded with those present casting votes. A Chairperson (Thelma Clague), Secretary (Carole Roberts) and Treasurer (Bill McCormick) were duly elected. A Vice Chairperson (Doreen Rigby), Assistant Secretary (Elaine Gaffney) and Deputy Treasurer (Carmel Worden) were also elected.

The transfer of the books to the Bispham site had been completed successfully on the morning of 20/12/11. The Xmas draw was also done on the same morning with 16 prizes in total. All Xmas draw winners were notified by the surgery staff and arrangements made for the prizes to be collected.

The survey forms have been collected in and were now ready for the information to be collated. A sub committee was elected, this committee to meet on Friday 20th January 2012. The task set to analyse the results and any comments, with a report to be done ready for the next meeting.

- Secretary's Report – Microsoft Office has not been purchased yet as the secretary's computer is due to go to the shop for testing. A last ditch attempt can then be done to check if others can open attachments to emails without having to buy the office programme. If not then she will get the programme installed and bring the bill to the next meeting for payment.

- Treasurers Report – update on the PPG accounts included funds raised in the last month and any expenditure. Balance brought forward is £440.51 with income from the Christmas draw £61.00, giving a subtotal of £501.51. Expenditure this month – £12.51 for postage stamps and telephone calls. Also £167.98 for Christmas decorations at Moor Park and Whitegate Drive surgeries. Total income minus expenditure is therefore – Balance in bank £316.02. Cash in hand £5.00 float.
- Practice Report – Sharon reported that the new flooring had already started to be put down at the Whitegate Drive surgery and nearly all areas had now been done. The flooring looked much better, it was more hygienic and should stay looking good for a number of years. The new booking in system for appointments seems to be working well, with no major concerns raised. It has however been noted that at certain busy times people were having difficulty getting through on the phone to book their appointments. This may be a concern raised in the survey report, however, the practice was already looking at possible solutions. Since the move to the Bispham site the practice had been gaining new patients and this could be a contributing factor to the increased number of phone calls. An extra appointment line may have to be considered but that may take some time to get sorted. The TV message had been done at the Bispham site and patients were now able to see if a GP was running late with their appointments. This could not be done at the Whitegate Drive surgery as the TV system was unable to cope with this. It is expected that the PCT will be providing the same system as that used at Bispham but when this will happen is not known yet. There were no meetings planned with the PCT at the moment but concerns about the ditches and lighting in the car park would be brought to their attention. There is now a manager appointed to deal with any concerns about the fabric of the building at the Bispham site.
- Book Rota – Thelma Clague (Book Stall Co-ordinator) asked for volunteers to cover the rota for the book stall until our next meeting. She will also contact members not present at this meeting.
- A.O.B – It was agreed that we all wished to say a very big thank you to the office/reception staff at both sites for all their help and support over the last 12 months. Bill to purchase two tines of biscuits (one each for Bispham and Whitegate Drive) as a more tangible expression of our thanks.

It was agreed that an updated list of contact details would be required for the future. The original list having been amended quite a few times meant not everyone held the correct details for others. Elaine volunteered to do the list, everyone present to confirm their details with Elaine before leaving the meeting.

A comment was made that there were no hooks on the back of the toilet doors in the ladies toilets at Bispham. Many ladies like to be able to hang up any coat or handbag they may have with them as this was more

hygienic than having to put them on the floor. Sharon said she would note the comment and see what could be done.

A suggestion was made that the Bispham site car park could do with arrows on the road and a line down the middle to let people know which way to drive in or out. Alternatively make it a one way system. Also to consider installing maximum speed restriction signs and or speed humps (sleeping policemen) as it is such a busy car park.

A discussion ensued about the lack of parking generally at Whitegate Drive surgery and surrounding areas. Since the PCT opened the new Whitegate Drive Health Centre (without thought to the effects of increased parking requirements) the surrounding streets have been a nightmare for residents. Most streets in the area were now residents only parking making a bad situation worse for people visiting the surgery. The secretary stated that the streets are regularly patrolled by wardens and a significant number of parking tickets have been issued. There was little the practice could do about this situation as the current problems were not of their making but they are monitoring it.

It was suggested that a poster could be done by Elaine and put up at both surgeries asking for help with selling the books on a Tuesday. There may be people willing to do this on the odd morning or afternoon but who don't want to get any more involved with the PPG.

- Date and time of next meeting is 6pm on 08/02/12 at the Bispham Surgery.