

Minutes of the Patient Participation Group meeting on Wednesday 14th
December 2011

Attendees: Dr. Janet Nolan, Sharon Orr, Arthur Roe, Bill McCormick, Thelma Clague, Carmel Worden and Carole Roberts.

Apologies: Janet Pendlebury, Elaine Gaffney and Judith Butterworth.

- Opening remarks – As there are only a few members present it was proposed to deal with essential business this evening and leave all other business until our next meeting.
- Apologies for absence received as detailed above.
- Minutes of the previous meeting were read and agreed.
- Matters arising from the minutes – The secretary said that Sharon had been unable to purchase the Microsoft Office software using the NHS account. Authority was given to the secretary to go ahead and buy it, the PPG to refund the purchase price. The secretary stated she would look for the most cost effective way of doing it. The Xmas trees at both sites were now in place together with notices stating they had been provided by the PPG. All agreed how nice they looked and Sharon passed the bill for the purchase to the treasurer. The treasurer stated he had been to three Building Societies to ask about suitable accounts for the PPG. Two societies only had accounts that incurred running costs so were deemed unsuitable. The other society was the Skipton which did a charities account free of charge. A cheque book and pass book would be provided and up to four signatories would be allowed with three signatures being required to withdraw funds. Agreement was given by those present for the treasurer to go ahead with the process of opening this account at the Skipton Building Society. It was also noted that the society would need something on letter headed notepaper if any of the signatories changed in the future. Elaine to be asked if she could do some sort of logo for the PPG to use on notepaper for the future. Sharon reported that various concerns about the car park have been flagged with the PCT who are looking into them. Specifically the danger of running a car over the edge into the ditches. This may require bollards or similar but would take time to sort out. The ditches were deemed essential for the safe drainage of rainwater from the car parks road surface.
- Secretary's Report – No correspondence had been received. The secretary said that collating the stats from the survey would have to be organised at the next meeting on 11/01/12. She understood from Sharon that all the information needed to be put on an action plan by the end of February 2012. It was agreed that a small sub-group could do this and that this sub-group would be decided at the January 2012 meeting.

- Treasurers Report – update on the PPG accounts included funds raised in the last month and any expenditure. Balance brought forward is £416.33 with income from book sales £26.36, giving a subtotal of £442.69. Expenditure this month – two packets of envelopes at £1.09 each. Total income minus expenditure is therefore – Balance in bank £440.51. There is no cash in hand as float for the book sales will not be required until 10/01/12.
- Practice Report – Sharon stated that the surgery at Whitegate Drive was to have the carpets replaced by wood effect vinyl flooring. This was to enhance the overall cleanliness of the building as the carpets were getting badly stained despite repeated cleaning. Commencement of the replacement flooring would happen fairly soon, possibly early in the New Year. Changes were taking place to the system for booking appointments. This was because patients were not being seen as soon as the GP's or themselves would like. The new system would allow a patient to be seen within 48hours for routine access. If a specific GP was requested then those appointments would always take longer. Urgent appointments will still be available each day and patients will still be able to book appointments up to 4 weeks in advance. Also web based appointments will still be available for those patients who prefer to book online.
- Sharon is to look into whether the TV's at both surgeries could be uploaded with a generic message saying that the GP's could be running late. Something on the lines of (the patients before you may have overrun their time with the doctor because of more complex issues being discussed than at first realised). Maybe adding a rider that if you know you will be a long time with the doctor then book a double appointment.
- A.O.B – The secretary formally proposed we delay the election of officers of the PPG until the next meeting. This was seconded by Mr. Arthur Roe and all members present agreed. The now vacant post of Chair to be filled and the election of a treasurer and secretary to be voted on. Also decisions to be made about length of tenure and to be finalised.
- Arrangements were made to transfer the books from the Whitegate Drive surgery to the Bispham surgery on the morning of the 20th December. Bill, Carmel and Carole volunteered to get this done so that everything would be ready for the first book sale to commence on 10/01/12 at Bispham.
- The Xmas draw was also to be done on 20/12/11, this was to allow the surgery staff time to notify the winners and for winners to collect their prizes before Xmas. A list of winners to be typed up and displayed in both surgeries. The secretary to do the list and pass it to Angela at the Whitegate Drive surgery on 22/12/11.
- Thelma Clague (Book Stall Co-ordinator) asked for volunteers to cover the rota for the book stall until our next meeting and she would also contact members not present at this meeting.

- Date and time of next meeting is 6pm on 11/01/12 at the Bispham Surgery.