

Minutes of the Patient Participation Group meeting on Wednesday 19th
October 2011

Attendees: Dr. Janet Nolan, Arthur Roe, Bill McCormick, Thelma Clague, Elaine Gaffney, Carmel Worden, Judith Butterworth, Gwyneth Williams and Carole Roberts.

Apologies: Sharon Orr (Practice Manager), Doreen Rigby

- Opening remarks – The chair welcomed our new member to the meeting. The committee hoped that Gwyneth would enjoy the meeting and wish to continue with us.
- Apologies for absence received as detailed above.
- Minutes of the previous meeting were read and agreed.
- Matters arising from the minutes – The 500 copies of the survey were delivered to the Bispham surgery on 19/09/11 as requested. Elaine asked if the new shopping trolleys had proved successful and the general consensus was that they had been. More may be required once we moved to the Bispham site (to be kept under review). Elaine confirmed that signs had been done to advertise the book stall transfer.
- Thelma Clague reported that she had been in touch with various members of the committee who had not been to any meetings for a little while to find out if they were still interested. A positive response had been received and several members were keen to re-engage with the PPG. Copies of minutes to be sent to those members to keep them updated and to encourage their return.
- Secretary's Report – No correspondence had been received. The secretary suggested we all introduce ourselves to our new member so she could put faces to the names. Sharon had passed names of potential new members to the secretary who had contacted the people to invite them to this meeting. One new member had turned up tonight. The secretary said she would send copies of the minutes to the others and invite them to the next meeting.
- Treasurers Report – update on the PPG accounts included funds raised in the last month and any expenditure. Balance brought forward is £433.59 with income from book sales £30.62, giving a subtotal of £464.21. Expenditure this month – printer cartridges £27.80 and shopping trolleys £11.97. Total income minus expenditure is therefore – Balance in bank £419.44. Cash in hand £5.00 float.
- Practice Report – Dr. Nolan stated that the surgery website now held quite a bit of information about the PPG and that the prescriptions were still advertising it. However, the TV's in the surgeries had not been updated yet

to advertise the PPG. Dr. Nolan said she would find out who was responsible for the CD's that run on the TV's to see if the PPG could be included. Also she gave an update on why the survey forms had not been issued as had been arranged but said they were due to be issued from next week (w/c 24/10/11) onwards. Dr. Nolan said that at the next meeting Sharon herself should be able to show us the room where we would be able to store the books. Some suggestions received from patients had been implemented already such as false trees provided in the waiting areas to make the areas look less clinical. Also Sharon was looking into costings for renting water machines so patients can purchase bottles of water if needed. Water coolers had been rejected on health and safety grounds for both patients and staff.

- A.O.B – A suggestion was put forward that the book sales were suspended throughout December in case of shortage of volunteers. This to be discussed under A.O.B at the next meeting.
- Also discussed was how to sell tickets for the Christmas raffle. The final decision was to do the same as we had done for the Easter raffle. This being to provide envelopes for people to put their names and money into and then to put the envelopes in a secure box. Each surgery would have a box on the reception desk, that way the staff would not really be involved as they were already very busy. Also PPG members to think about any items they may have to donate for prizes and Elaine to do posters, etc to advertise the event. Dr. Nolan said she thought she some small boxes that look like Christmas parcels. She said we could use these as decorations to put with the posters and raffle boxes to look more festive. To confirm if available at the next meeting. Bill to provide suitable box for envelopes to go in.
- A question was asked as to how we were going to spend the money we were raising. The PPG would have to keep a little money in hand to cover running costs to enable it to function but the bulk of any fund raising should be to benefit the patients. Discussion ensued as to what we could buy for the benefit of the patients that the practice did not already provide. We would have to make sure that we were not buying things that should be provided by the practice through NHS funding. A suggestion was made that we could look into providing toys, books, etc for the children who visit the practices. More magazine racks and better variety of magazines was suggested. Also thought could be given to donating a painting/paintings for the waiting areas in the surgeries. Dr. Nolan to ask Sharon where Christmas decorations went to when moving from Devonshire Road to the new site. If new ones were needed these might be provided by the PPG funds. Sharon to confirm at next meeting.
- Date and time of next meeting is 6pm on 09/11/11 at the Bispham Surgery.