

Minutes of the PPG Meeting held at Glenroyd Medical, Moor Park on Wednesday 9th September 2015 at 5 pm

Attendees : - Thelma Clague, Sharon Orr, Doreen Rigby, Dee Livesey, Bill McCormick, Gwyneth Williams, Elaine Gaffney, Carole Roberts, Janet Pendlebury.

Apologies :- Moses Nutekpor, Carmel Worden, David Cooper, Carol Brown, Anne Clark.

Opening Remarks and Welcome -The Chairman extended a welcome to those in attendance at tonight's meeting.

Matters arising from the minutes of the last PPG meeting, other than Patient Participation Group Network (PPGN) related and the Book Stall related. These are dealt with as a separate item with in the body of the minutes.

Matters Arising - Doreen wondered with EPS, when ordering medication through EMIS, if a drug was no longer on her list of 'Repeat Prescriptions' if she could still order that medication. It was explained that as long as she had had that medication prescribed in the previous 12 months, there should not be a problem adding it to that months prescription.

There were no other matters arising from the minutes of the August meeting, so they were duly signed and passed to Sharon.

Practice Report - Sharon reported that the 'Drop in Clinics' were working well and were manageable. Gwyneth asked if this meant there was an increased capacity with the appointment system. Sharon reported that there was now an increased capacity. If a member of staff was not available because of illness etc, the patient would be asked to go to the Walk-in-Centre or another appointment arranged.

Glenroyd Medical now had 14,805 patients registered with the practice and because of the reduction in staffing, the Practice Boundary ruling was having to be enforced. This meant that anyone moving out of the Practice Boundary, now had to find a new Surgery to register with. This also applied that all new patients had to live within the Practice Boundary area.

The Practice was still advertising for another GP and a Full or Part-time Nurse Practitioner. Dr. Esuga has returned as a locum and other GP locums were available to cover until the end of 2015. With the added problem of many GPs coming up for retirement in the next few years, the CCG are recruiting at Medical Schools and promoting Blackpool as a good place to work.

NHS Choices - taking Dr Cooper's advise, as to how Trinity Hospice dealt with the problems of Anonymous Messages left on their website. In future Glenroyd's website would message that - *'If you contact the Practice we will do our best to respond to any problems. It is the Policy of the Practice not to respond to anonymous accusations in which the facts can not be established. If genuine concerns are brought to the notice of the practice manager they will be fully address in an effort to resolve the issues to the satisfaction of all concerned.'*

The four New Chairs appear to be no higher that the other seating at both surgeries. So it was agreed to pay for 'risers' for the chairs to enable patients mobility problems.

Report of the PPG Network (PPGN)

Doreen is to represent Glenroyd Medical at the next meeting on the 16th September when she will bring an item for the PPGN Work Plan, regarding the problems many patient are having removing their tablets from certain Drug Companies Blister Packs. It appears that the covering foil is too tough to break just with their fingers, even those patients with no disability. Thus patients are using the points of knives and small screwdriver points to gain access to their tablets. This could be dangerous and cause unnecessary injury. Others Blister Packs, cause the capsule medication to be damaged when they are pushed through the foil film, causing loss of that medication.

Doreen was given copies of the last Glenroyd's Patient Survey, with the results, to show to the other PPGN members, in order that comparisons can be made with the different surgery's surveys.

Chairman's Report - Thelma has been in correspondence with Ian Gibson from the Over Wyre PPG, based at Pressall, after they received an accolade from Lancashire County Council for their work. Ian and Thelma have agreed to arrange a meeting between them and a couple of other members of each PPG to pass on ideas, to see if there would be of benefit keeping in touch with each other. The Over Wyre PPG have a core membership of around 40 of which usually 16 or so turn up for each meeting. They have also set up a Facebook Page but so far only 4 people have joined. They seem interested in the fact that Glenroyd fund raise for our practice and gave out vouchers as an incentive for patients to take part in the Health Open Days.

Secretary's Report - Carole had sent a letter to Robert Edge to thank him for his contribution to Glenroyd PPG over the years. Understanding that he has other commitments and constraints on his time. Carole had previously sent out e-mails to the three past members of the PPG to see if they still wished to receive the minutes of the Committee meetings etc. None of them had replied, so in future it was decided to leave them off the list of members who are e-mailed such messages.

Treasurers Report - Bill had contacted the Blackpool Evening Gazette to arrange for them to report and photograph the presentation of a cheque to the practice from the PPG for the price of the new chairs. He was disappointed to find they would not send anyone. But if we wished to take our own photographs and write a report they may print it. The Building Society do not produce the large cheques, so it was agreed to go ahead and do it 'our way'. It could then be sent to other publications. This month the book stall produced £44.67, meaning that there was now £1,140.80 funds. When Bill receives the invoice for the new chairs from Sharon he will arrange their payment.

Elaine asked if the float in the Book Stall Tin could be increased? It will be to increase it to £15.00.

The Patients Survey - Copies of the old and a new format for this year's survey had been sent to committee members before the meeting. After a long discussion on the values of the two styles compiled after the subcommittee meeting by Dee and Elaine, it was agreed that Dee's survey layout would be ideal for collating the results. Thinking about the age and the lack of interest most of the Patients have in filling in surveys, it was agreed to continue with the style of previous years. Elaine agreed to tidy up the layout when the GPs had seen it and added and subtracted their ideas. Dee was asked to prepare her version of the survey with the additional questions to be used for collating. All agreed to once again, that the PPG member should attend some surgeries to hand out surveys, to give help and encouragement with the filling in, at dates to be arranged at the next meeting.

After compiling the Book Rota for the forthcoming weeks, the meeting was closed at 6.30 pm -

The next PPG Meeting will be on Wednesday 14th October