

Minutes of the Patient Participation Group Meeting on Wednesday 3rd September 2014.
Attendees: Bill McCormick, Elaine Gaffney, Sharon Orr, Gwyneth Williams, Dr. Janet Nolan, Thelma Clague, Anne Clark, Doreen Rigby and Carole Roberts.

Apologies: Janet Pendlebury, Carmel Worden, Robert Edge, and Carol Brown.

Opening Remarks and Welcome – The Chairman extended a welcome to those people attending the meeting tonight.

Matters arising from the minutes other than book stall related and practice related.
There were no matters arising.

The Open Days to be discussed as a separate item. The final details for the events were sorted out. It was arranged that some of us would get the area ready at the Bispham site on the Friday evening 26th September. Then the people working on Saturday the 27th would have a clear start. Sharon said that Rebecca O’Sullivan from the Empowerment Charity (formally known as Blackpool Advocacy) will be available on the 27th as well. The event at Whitegate Drive would be held on Saturday 11th October.

Thelma and Doreen had attended the PPGN meeting on our behalf and Doreen had also attended the Healthwatch meeting. Feedback from the PPGN was that Healthwatch and the PPGN were entirely separate. No logo or headings for any stationery had been decided but it was suggested that PPGN Blackpool supported by Healthwatch and the CCG might be appropriate. Norma Rogers has now resigned as Chair and a temporary Chair has been appointed. A request for someone to do the minutes was made but there had not been any response. The Open evening to be held on 17th September was discussed. It was noted that a presentation would be given by Ray Lee about Pharmacy issues, ie:-Minor ailments scheme, self care and repeat prescriptions. Also Dementia screening would be discussed along with other relevant topics.

Feedback from Healthwatch:- There had been a presentation by the Patient Transport Service regarding use of the 111 service and who is eligible for this service and what they can provide. The CCG AGM was to be held at 5pm on 9th September in the CCG Boardroom, Blackpool Stadium, Seaside Way. There is to be a Fylde Coast Health Mela at Fleetwood High School on Saturday the 4th October from 11am to 4pm and everyone is welcome. The focus will be on healthy minds and healthy bodies. There will be free health checks and various stalls to see.

Chairman’s report – Nothing noted.

Secretary's report –Nothing noted.

Treasurer's report – Update on the PPG accounts are shown on a separate document dated 2nd September 2014. The treasurer said that the books had now gone in for audit and he would give an update when they had been returned.

- ⤴ Practice Report – Sharon said that they would be trying a different approach to dealing with the 48 hour bookable appointments to see if it would help to reduce complaints. The GP's will still have the facility for some pre-bookable appointments. The on-line appointments system has remained the same. Both Dr. Nolan and Sharon said that they would be monitoring things closely to see how it goes. A question was asked about how the surgery deals with people whose first language was not English. Dr. Nolan said that it wasn't much of a problem for our GP's because people tend to bring someone with them who can translate. Alternatively there is a translation phone service that can be used if required.
- ⤴ Book Rota - The Chairman asked for volunteers to cover the rota for the book stall until our next meeting. She will also contact any members not present at tonight's meeting, if their help is required.

A.O.B.:-

It was agreed that we would hold a Xmas raffle this year. It was decided that the draw would take place on 16th December 2014. It would be the same format as before, putting a pound in an envelope and putting your details on the envelope. Everyone was asked to see if they could contribute any prizes.

Date and time of next meeting is 6pm on 08/10/2014 at the Bispham Surgery.