

Minutes of the Patient Participation Group meeting on Wednesday 10<sup>th</sup> August 2011

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Attendees: Dr. Janet Nolan, Arthur Roe, Bill McCormack, Thelma Clague, Carole Roberts.

Apologies: Sharon Orr (Practice Manager), Carmel Worden, Doreen Rigby.

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Opening remarks - No significant remarks made, other than lack of members and how to recruit new ones. It was decided to discuss this further under A.O.B.

Apologies for absence received as detailed above.

Minutes of the previous meeting were read and agreed.

Matters arising from the minutes - The (draft) patient survey was reviewed and explained. It was felt that to ask all questions needed at once would put people off completing it. Discussion ensued about having 3 or 4 mini surveys during the year. This means using 5 or 6 standard questions every time for a baseline comparison and the rest of the questions being about specific areas. Dr. Nolan to take copy of 1st draft survey to the GP's away day to allow rest of practice GP's chance to comment on content. Sharon to let Carole know GP response ASAP.

No correspondence had been received.

No secretary's report available.

Treasurers Report - update on the PPG accounts included funds raised in the last month and any expenditure. Balance in bank is £367.44. Cash in hand is £5.00 float. Nil expenditure.

Practice report - Dr. Nolan said that concerns had been raised about book storage at the Whitegate Drive building. All books need to be in plastic storage boxes with close fitting lids. An alternative storage area was suggested but considered impractical as it would be in a room upstairs. It was suggested that the book sales and storage be moved to the new building at Bispham (far more space available for sales and storage). No objections were raised to this suggestion. Dr. Nolan to ask Sharon to find out if any Library objections as they share the same building. Sharon to let Thelma or Carole know outcome so that arrangements can be made for transfer of books if given the go ahead.

Dr. Nolan also reported that new Doctors employed on various contracts are now working in the practice. This will enhance services to the patients and allow the Doctors to gain experience.

A.O.B. - Discussion held about how few people were left on the PPG and how best to recruit new members. It was previously agreed that the practice would advertise on their website for new members. Sharon (practice manager) had been unable to attend this meeting therefore update not available. Although Dr. Nolan thought that their had been little response. Dr. Nolan suggested seeing if a note could be added to the bottom of

prescriptions to advertise for volunteers.

Other ways of advertising the PPG and recruiting members discussed, also how to expand our presence within the practice. To be discussed again at next meeting when more members should be present. Discussion about affiliation with other PPG's held but agreed we need to build our own first. To be looked into again in six months time to see if any benefit to our PPG in this action.

Dates to be put inside front cover of books to monitor when they were received. If not sold within a specified time then to be donated to a charity shop or similar.

Due to other commitments Lorraine has had to step down from the Secretary role. It was agreed Carole Roberts would take over the position. Thelma Clague volunteered to contact Lorraine to obtain the tape recording machine and any correspondence regarding the Secretary role.

Thelma asked for volunteers to cover the rota for the book stall over the next month and she would also contact members not present at this meeting.

Date and time of next meeting is 6pm on 14/09/2011 at the Bispham Surgery.