

Minutes of the Patient Participation Group Meeting on Wednesday 12th March 2014.

Attendees: Bill McCormick, Thelma Clague, Elaine Gaffney, Carmel Worden, Sharon Orr, Anne Clark, Janet Pendlebury, Dr. Janet Nolan and Carole Roberts.

Apologies: Robert Edge, Gwyneth Williams and Carol Brown. Also Doreen Rigby who is attending the Healthwatch meeting this evening on behalf of the PPG.

Opening Remarks and Welcome – The Chairman extended a welcome to those people attending the meeting tonight. She also apologised for cancelling the previous month's meeting, this had been necessary due to the adverse weather conditions.

Matters arising from the minutes other than book stall related and practice related. There were no matters arising. The survey is to be discussed as a separate item.

Survey – It was agreed that the presence of the PPG members at both surgery sites during the survey had proved to be very successful. There had been 540 completed this year compared to 284 last year. It was felt that the PPG should be available to help and encourage patients to complete any surveys in the future. A lively and detailed discussion was held about the various responses to the questions asked. A particular comment had been made by a patient saying that he had been late for an appointment because his bus had not turned up. He had then had to wait for the next bus which meant he had been late and the GP had refused to see him. Sharon said that this had been brought up with all the GP's at a meeting and measures had been agreed to avoid this happening in the future. The automatic arrivals system for checking in now has a 5 minute leeway built into the system. If a patient arrives after that time they will need to see the receptionist who will ring the relevant doctor to explain the situation. As long as the reason for being late is reasonable the GP will make the decision to see the patient. However, the patient must also understand that they may have to wait until others have been seen, as the GP will have to slot them in where convenient. This policy was also being rolled out to the clinical staff and nurses at both surgeries, to ensure that they would be aware of the correct protocol. It was also suggested that when the booklet that is given to a new patient needs reprinting that this policy is included in it. Another problem was when patients had been seen and the GP wants them to make a follow up appointment. More appointment spaces are to be made available for the GP's to book these follow up appointments themselves before the patient has left them. These appointments will be made available on a 4 week rolling system. Another issue identified at the Whitegate Drive site was if a patient has booked in using the automated system. Sometimes the patient has not continued to read the rest of the instructions and they are missing whether to go up or down stairs for their appointment. Sharon said that she is going to put additional signage up around the reception and waiting areas, hopefully this will stop any further confusion. Some comments noted from the survey were about the GP's themselves running late with their appointments. Dr. Nolan

said this does not seem to be a problem with the urgent appointments surgery. However, it does seem to happen more with the non-urgent pre-booked surgeries. The GP's had decided at their meeting to factor in the odd catch up appointments for the non-urgent surgeries. Unfortunately for the GP they can't tell how long they are going to be with a patient until that patient enters their room. Some patients will have more complex health issues to be dealt with and this can put the GP behind for the rest of that surgery. The catch up appointments should help, however, it may take a few weeks before any improvement can be seen and this will be monitored. Some comments regarding parking problems at both sites are things beyond the surgeries control and whilst being sympathetic to the problems they are unable to do much about them. Also restrictions apply under the health and safety guidelines regarding children's toys and books which restrict what the practice can have available. There was a lot of very positive feedback from the survey regarding all the reception, clinical, nursing staff and GP's generally. Everyone seems to have coped extremely well with all the changes to the telephone and computer systems which have taken place during the previous 12 months. The chairman said she had been told that the chemist at Whitegate Drive had requested a copy of the survey. Carole said she would take a copy in to them tomorrow.

Thelma and Carole had attended the Healthwatch meeting held on 29th January, however, there had been very little to report back. There was an update regarding using yellow paper for care plans for partially sighted/blind people which now had to be put in place at all surgeries. Nothing else was noted.

Chairman's report – Nothing noted.

Secretary's report – Carole said she had attended an Open Day event on the 31st January at Blackpool football club. She had been pleasantly surprised with the event and urged everyone to attend if another one is held.

Treasurer's report – Update on the PPG accounts are shown on a separate document dated 11th February 2014. No transactions have taken place this month.

^ Practice Report – Nothing noted.

Book rota – Thelma Clague 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 suggested that the lunch out be discussed at the next meeting. Also the upload of patient's data could be put off till next month due to lack of time this evening. All present agreed.

Date and time of next meeting is 6pm on 09/04/2014 at the Bispham Surgery.