

Minutes of the Patient Participation Group meeting on Wednesday 14<sup>th</sup>  
September 2011

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Attendees: Sharon Orr (Practice Manager), Arthur Roe, Bill McCormick, Thelma Clague, Carmel Worden, Elaine Gaffney and Carole Roberts.

Apologies: Dr. Janet Nolan

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- Opening remarks – Chairman noted that the prescription sheets had been going out with invite to join PPG on them. A positive response had been received and Sharon to pass details to secretary. Secretary to make contact and invite those interested to our meeting.
- Apologies for the 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 by the GP's on their away day. A question about whether seen by a training GP was added to survey following their review. Carole to copy and collate 500 surveys. These to be delivered to Sharon at the Bispham surgery on 19/09/11. Large print copies to be given out to people on request by reception staff. Sharon has checked with the library and they have no objections to the book stall operating at the Bispham surgery.
- No correspondence has been received.
- Treasurers Report – update on the PPG accounts included funds raised in the last month and any expenditure. Balance in bank is £428.59. Cash in hand is £5.00 float. Nil expenditure.
- Practice Report – Sharon said prescriptions to advertise PPG for a little while longer so may get more interest. She also asked if anyone minded if their names were entered online to further advertise the PPG. No objections noted. Some suggestions received so far from comments boxes include: repeat prescription box not highlighted, no bins outside buildings, no hand spray by touch screens, more magazines, water machines and putting a tree in the waiting area. Sharon said all would be considered and where practical action taken to put right. Although some may take a little while to implement if funding was an issue.
- A.O.B –
- Elaine asked why the disabled parking had been put on the other side of the road to the building at Bispham. Was intentional or a design oversight? It would seem the most vulnerable people were being asked to cross in front of other traffic. Sharon noted the comments and said she would highlight concerns with the PCT.

- It was asked if a notice board could be considered for the waiting area at Bispham that would be for the PPG to use to advertise ourselves to patients. Sharon to look into as she thought there may be some spare ones available.
- Difficulty in moving books from storage to tables to sell and back again was noted by some members – it was agreed Elaine would buy a shopping trolley to see if this helped. To report at next meeting then more can be bought if a success.
- Elaine to do signs to advertise book stall transfer to Bispham in the New Year.
- 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.
- Although not imminent, arrangements to be discussed at the next meeting for transfer of books to Bispham and also opportunity to catalogue by type and get rid of old books that have not sold.
- Thelma Clague (Book Stall Co-ordinator) 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 19/10/2011 at the Bispham Surgery.