

Minutes of the Patient Participation Group Meeting on Wednesday 13th November 2013.
Attendees: Bill McCormick, Thelma Clague, Elaine Gaffney, Dr. Nolan, Carmel Worden,
Janet Pendlebury, Anne Clark, Gwyneth Williams and Carole Roberts.

Apologies: Sharon Orr and Carol Brown. Also Doreen Rigby and Robert Edge as they were attending the Healthwatch meeting on the PPG's behalf.

Opening Remarks and Welcome – The Chairman extended a welcome to those people attending the meeting tonight. The chairman also explained that Doreen and Robert were attending the Healthwatch meeting tonight on behalf of the PPG. They will give a feedback talk to everyone at our next meeting in December.

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 – A lively discussion was held about the various questions and phraseology of the questions. The sub-committee were commended for their obvious hard work in putting the survey together which is never an easy task. It was decided that the amendments would be done and that a revised survey sent out to the committee members and to Sharon for the GP's to review it. This could then be finalised at the next meeting in December to enable it to be issued in January.

Chairman's report – The Chairman said that everyone who wanted to attend the Healthwatch meetings should have the opportunity to do so. To this end it was decided that if possible 2 people would attend 2 or 3 meetings with 1 dropping out at the end of their tenure. Another person would take over and it was hoped that way there would always be continuity at each meeting. It was Agreed that Carole Roberts and Gwyneth Williams would go to the next meeting on the 18th December.

The Chairman and Sharon had met with Norma Rogers from Healthwatch and reported that they had been able to open up an avenue of communication for the future.

Secretary's report – Nothing noted.

Treasurer's report – Update on the PPG accounts are shown on the separate document provided by the treasurer.

- △ Practice Report – Dr. Nolan stated that other than the odd change to the reception staff there was nothing to report. She was sure Sharon would be able to give a more in depth update at the next meeting in December.

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. The secretary suggested that as she and the Chairman would be doing the books at the same time that it might be a good opportunity to do some sorting out of books and dispose of some old and tatty ones. This was agreed.

A.O.B – It was suggested that we have a lunch out in the New Year and the week after we have done the surveys was suggested as a possibility. To be decided at the December or January 2014 meeting.

Date and time of next meeting is 6pm on 11/12/2013 at the Bispham Surgery.