



Minutes of ASK PPG Meeting held in Room 1, Whitegate Medical Centre at 6 p.m. on Nov 27

Members Present: Ann Allen(AA)/John Butler(JCB)/Peter Wise(PW)/Susan Stratton(SS)/Sue Ransome(SR)/Viv Critchley(VC)/Gavin Quick(GQ)/Mike Wain(MW)/Virginia Slater(VS)/Richard Watkinson(RWn)

Apologies for Absence: Jo Booth/Rita Walsh/Dorothy Cameron

Minutes of Previous Meeting: Sue Stratton to be added to the list of members present. With this correction, the minutes were agreed (proposer PW)

Matters Arising: MW advised there is going to be a push on the problem of hypertension in Blackpool. He has passed the details to the Blackpool City Learning Centre. There is merit in doing some future videos but it is not something the practice is looking to do in great detail.

There was a general talk on well man/women clinics and other areas when the problem of Blood Pressure is promoted in Blackpool.

SR asked about cost effectiveness of these campaigns –MW advised they are cost effective. PW advised he saw potential in spreading the advertising of the surgery throughout Blackpool.

MW also advised that the private consultation room in Adelaide Street currently holds the BP monitor but that this is now going to be in a partly partitioned area of the waiting room. This is already the case in the Harris Centre.

Patient Survey: There is no direct comparison with the 2009 survey but overall the practice has improved in several key areas.

In response to questions MW advised there are currently 600 people registered for online appointments – he did not have the split for Adelaide St/Harris Centre but would look into it. A lot more were registered online for repeat prescriptions. He also advised the practice is to have 2 new doctors in 2013 (one of them – Dr Anthony is currently doing 1 day a week and is due to go full time in Dec 2012).

This subject is an ongoing topic and will be looked at again in future meetings.

Communications: This item was effectively merged with Plan for Year Ahead –What do we want to do? GQ suggested, and it was agreed that given RWn was not present (he arrived late at the meeting due to business commitments) that we have a further discussion at the next meeting before finalising our answer.

It was agreed we need to get out to the patients. Some suggestions were made like a bigger notice in the surgeries, along the lines do you know what a PPG is? MW proposed a poster and said he would have some printed and put in reception if we could approve them. There was agreement we should look at designing some posters to advertise what we do and also think about future newsletters etc.

PW said we need to ask what do we want to offer? We also need to lead other PPGs.

Other ideas were to act as a conduit for complaints and advice between individual patients and the CCG. This would dovetail in with our acting as a lead for all PPGs.

AOB:

JCB asked when the practice was intending to improve the intercom service (along lines previously suggested of a digital readout for patients with hearing difficulties, so they may know they are being called to the doctor's surgery).

VC brought up a problem regarding people being unwilling to make a complaint as they feared possible consequences. JCB advised at the Vic they were working to resolve such fears, but as was pointed out by others this problem will always exist and there are agencies people can go to, if they know about them. As a PPG we can look to possibly providing assistance in this area, not least advising patients that if they have a problem with the surgery that MW as practice manager is their first port of call.

Xmas meal – agreed for Tue Jan 29 at the Highcross (all welcome although please notify MW if you can not make it, so he can have an idea of numbers). It was pointed out that if we attract very large numbers of new members next year we may want to introduce a rule about attending so many meetings to those invited to future meals.

Date of Next meeting: Feb 19, 2013 – Room 1 Whitegate Medical Centre. This will be a dual meeting of AGM and ongoing discussion on way forward in 2013.