



**Minutes of ASK PPG Meeting held Feb 19, 2013 in Whitegate Medical Centre, Room 1 at 6 p.m.**

**Members present:** Mike Wain(MW)/Susan Stratton(SS)/Sue Ransome(SR)/Peter Wilde(PW)/John Butler(JCB)/Jo Booth(JB)/Gavin Quick(GQ)/Viv Critchley(VC)

**Apologies for Absence:** Ann Allen/Richard Watkinson

**Election of Officers:** Chair – John Butler; Secretary – Gavin Quick; Vice Chair – held over. GQ to contact Richard Watkinson(RWn) to see if he is interested in the position- it must be held by someone from Kentmere Drive surgery, and with Ann Allen(AA) having indicated she is not standing again, RW was recognised as best candidate, with VC saying she would only do it if there was no other alternative.

**Mike Wain Presentation:** MW gave a presentation on the practice's intention to introduce a pilot where patients could see their records online in the same way as they can currently access repeat prescriptions and make appointments. It would involve a double security feature (a double password system) and enable patients to see the list of medications they were on, attachments, letters, details of test results and consultations. MW was looking for people willing to act as volunteers for the pilot. GQ,JCB, VC and PW all indicated their willingness plus GQ advised RWn had indicated beforehand his willingness to act as a volunteer too.

**Chairs Remarks:** JCB advised he had little to say at present

**Minutes of Previous Meeting :** Agreed as true record (VC and PW proposed)

**Matters Arising :** The Christmas meal at the Highcross had gone well and was appreciated by all.

**Way Forward in 2013 :** Numerous ideas were put forward –

Having the equivalent of a mystery shopper for patients (when going to the surgery noting how treated etc and reporting back. SR was nominated to consider taking this on board). It was noted that the Sexual Health Clinic already operates this practice

CQC from April is entitled to visit all GPs surgeries

MW to produce a poster for PPG campaign

It was agreed to take up the question of a PPG network, beginning with a letter to Ian Treasure. We were advised Ian has moved on from his previous position, but nonetheless was seen as a good starting point for moving this forward

MW advised the practice is looking to produce more newsletters and further PPG involvement in these was very possible

Another suggestion was to look at having patients experiences of using the practice put up on the website.

The problem of getting to see your GP next day was brought up and from the discussion it was noted that for online appointments there 2 per session per doctor available, but if you ring up and use the triage system the remaining appointments on that session with the doctors were available. The

meeting was also advised that some doctors who had been with the practice for some time (e.g. Dr Lynch) were very popular and also covered both surgeries so were not always so easy to access. However the surgery as a whole is reasonably well staffed and delays in accessing a doctor at the surgery of your choice are kept to a minimum. To this end we were advised the list size has increased but there are 1 ½ more doctors to deal with this. It was also noted Jo Booth(diabetic and COPD nurse)is so busy she is booked up for a month or more ahead.

JCB advised the man who started Blackpool FM has started up again and is looking to produce community programs. He is doing a connection with Stagebox.

GQ suggested that when RWn is available we look to him for ideas on communication as it seems to be an area he is keen on and takes an interest in. This was agreed.

**Patient Survey:** MW had put together a report which was distributed to the meeting prior to submission to the PCT. After discussion we were happy to agree to the report being submitted.

**AOB :** MW advised blood pressure pods were now available in the waiting rooms of both surgeries.

**Date Next Meeting:** April 23, 2013

**Date Future Meetings:** June 18; Sept 10; Oct 29; Dec 17