



Minutes of ASK Patient Participation Group Meeting Held 22 March 2016 at Whitegate Medical Centre room 1 at 6 p.m.

Present: Susan Ransome(SR)/Susan Stratton (SS)/Viv Critchley (VC)/John Butler (JCB)/Mike Wain(MW)/Ann Allen (AA)/Richard Watkinson (RW)/George Goldthorp(GG)/Gavin Quick (GQ).

Apologies: Jo Booth (JB)/Lynn Willacy (LW)/Kay Beaumont (KB)

Chairs Remarks: AA advised she was feeling much better following a recent illness and also that she hoped there was plenty of ideas for helping the disabled (as per outgoing Secretary of State's (Iain Duncan Smith) resignation letter).

Minutes of Previous Meeting - agreed as true and correct.

Matters Arising – A big thanks to the practice for taking the group out to the Hungry horse for a meal.

As regards food banks (and the collections organised by the practice on both sites on both sites) the meeting was advised several donations had been received and passed to the Salvation Army. VC suggested that for future reference LAKES in Mereside was a good collection point for such donations. There is a Community Centre there we were informed.

Practice Update – The meeting was informed that there was sad news of a recent and unexpected death of a member of staff. MW then advised the practice was going to have a change to its opening hours, in that there would no longer be late opening on a Thursday (it will be back to a 6.30 finish). Tuesday would remain a late night opening (till 8pm) and that a variety of appointments (e.g. blood tests) would be amongst the services now offered.

There had been a recent news report regarding St John's wort but this referred to stocks sold at ASDA, Superdrug and HRI).

The purchase of the Old Comrades Club is going through, there had been some delays because as a members club the members had to be offered first refusal on purchasing it. In addition it is described as an Asset of Community value which affects the planning process.

Reference was made to a recent announcement to create a mini new town on the Whyndyke farm site. Given the Kentmere drive surgery is the nearest geographically to this, the practice is keeping a watching brief on the situation.

The practice newsletter went out in November and was distributed online to the virtual PPG. The aim is to have a newsletter every 3 months.

PPGN – RW advised the PPGN is looking to get involved more in youth work and the CGG gives the impression that the CCG is just one channel with the Patient Participation Involvement (PPI) being the main route.

AOB - It was noted that Kentmere Drive do not give the option for online appointments.

The meeting was advised that the need to register for online access used to have a 2 week deadline attached to it, once notification was forwarded, but this no longer applies.

GQ mentioned there seemed to be confusion about online prescriptions, in that often he found himself having to pick up a paper prescription for reception when he was marked down for electronic copies. MW to investigate.

A problem was raised re Synexus and Clinical Trials in that Synexus were baulking at paying expenses for the initial visit. This was not mentioned in the correspondence, only when expenses (or a taxi) were requested. Given volunteers for the trials were volunteers this seemed wrong. MW advised he would talk to Synexus.

JCB raised the question of window cleaners on ladders just outside the surgery, being a potential health and safety risk. MW agreed to investigate.

Dates of Future Meetings were set at May 26, July 19, Sept 13 and Nov 6.