



Minutes of ASK PPG Meeting held at Kentmere Drive on Nov 2, 2010

Member List:

Name	Designation
AA – Ann Allen	Patient (Chair)
GQ – Gavin Quick	Patient (Secretary)
JB – Jo Booth	Practice Nurse
JCB – John Butler	Patient (Vice Chair)
JR – Dr Jessica Rose	GP
MW – Mike Wain	Practice Manager
PL – Dr Paul Lynch	GP
RH – Robert Herron	Patient
RWn – Richard Watkinson	Patient
RWh – Rita Walsh	Patient
SR – Susan Ransome	Patient
VC – Viv Critchley	Patient

Present: AA, JCB, RH, JB, VC, TB, JR, GQ, RW, SR

Apologies Received: MW; Dr Lynch as he had got the dates mixed up and put himself on surgery duty on the night of the meeting. Dr Rose attended in his place.

Chairs remarks: AA welcomed everyone to the meeting.

Minutes of Previous meeting: The minutes of the previous meeting were agreed as correct.

Matters Arising:

The draft constitution was read to the meeting by AA and was accepted.

JB advised that she had tried to contact St Pauls for a representative from their PPG to attend but despite leaving messages on their phone, no one had yet responded to her. JCB advised that he had a potential contact who was with a similar group based in south shore and who had in fact given him the suggestion of looking to start up the one we have. It was agreed JB contact his friend to come and give us a talk and some help on how to operate a group a like ours, and if JB did get a reply back from St Pauls then we would like to have both people attend a meeting on the premise the more feedback the better.

RW also advised he would do some digging on this matter.

JR advised ASK is now designated a training practice and has 2 student doctors working at the practice but these would be rotated every 6 months from Manchester University. She also said the practice would hope one message that could be spread was that if your preferred doctor was not available (e.g. away on leave) then please make an appointment with another doctor rather than wait for your doctor to return. If you are ill it is best not to put things off. She also advised that the practice has a relatively high proportion of women doctors which is good, especially for women who are likely to feel more comfortable if seen by a woman doctor.

Notes of the Ad hoc meeting held 22 Oct were distributed and agreed as being an accurate reflection of that meeting.

That meeting was described as good but the reason for that meeting – results of a Patient Survey that took place in 2009, plus suggestions and feedback on areas where the practice was found weakest was now thrown open to the meeting so all could contribute.

A discussion then took place. The question of who was asked to take part was given the response that the local PCT took a random 3% sample of the surgeries patients. It is understood the survey relates to Adelaide Street only and not Kentmere Drive (the size of the practice is basically 7,500 at Adelaide Street and 3,500 at Kentmere Drive). This point was important because of the somewhat disparate nature of the two sites, with Adelaide Street being based in the town centre and Kentmere Drive in a more middle class area and has good parking facilities.

JR did advise though that there was some flexibility in admin staff, in that some were based solely at Adelaide Street, some at Kentmere Drive but others were rotated according to need.

The survey indicated a potential problem with reception and an incident was relayed giving an example of a possible problem. A woman had gone into reception and on giving her name was asked to repeat it. The receptionist had then said she still could not hear it because there was background noise behind her in reception. Someone in the waiting room said to the woman speak up they can't hear you and the woman made the point she was not speaking up precisely because she did not want others to hear her details.

The question of booking ahead was addressed with the question being raised of why it was not possible to book 6 months ahead as it is with dentists for example. The answer being that the system currently in operation is for appointments being made into a diary and then transcribed into the system. It was thought when the current software is upgraded this could be reviewed.

In addition mention was made of some people there receiving a call the night before an appointment to remind them of it. JR did agree this could be a useful practice particularly for the clinics for contraception and depression. These areas have a particularly high number of Did Not Attends. The suggestion was taken away for consideration.

Flu Jabs were then discussed and JR advised the recent inoculations were a general flu jab and would act as a booster for those who had had the swine flu jab last year.

It was reported that that the system of open clinics for the flu jab had resulted in crowded waiting rooms and increased stress levels among both staff and patients. The suggestion was made of possibly having volunteers help steward the waiting rooms in future to help diffuse the situation. JB asked if the PPG members would be willing to volunteer and some expressions of interest were made.

The question of screening off reception at Adelaide Street is also under review so that people may ask to go into a side room if they prefer privacy to discuss their particular medical condition.

Any Other Business

Details of Blackpool Senior Voice forum's open meeting to be held 8 Nov at St John's Church, commencing 12:30 pm were given.

The question of the direction the group was taking and should take was then raised and a discussion took place. The gist of the discussion was in relation to how to represent and involve all patients. Some wanted to discuss how to get the 11,000 patients of the practice to take part in the group and wanted to create the position of a communications officer for the group to act as a conduit – taking queries and passing them on to the practice. This individuals contact details to be advertised to all. Whereas others see it more as they being representatives of the rest of the patients and using newsletter, notice boards and websites to pass and receive items related to the PPG for taking up with the practice.

It was agreed at the next meeting to discuss more fully the direction to take and members were invited to submit ideas to GQ and MW ahead of the meeting so they could be distributed and discussed.

It was agreed the more we knew and understood the more we could go forward with confidence.