



Minutes of ASK PPG Meeting Held on May 10, 2011 at Whitegate Medical Centre

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

Members present: JB/JCB/AA/VC/SR/GQ/RWn/PL

Also present were Oonagh Potts and Kathryn Corner from the Crescent Surgery, Cleveleys plus Dr Lynch

Apologies for absence: MW/JR/RH/RWh

Minutes of previous Meeting: agreed as a true record

Matters Arising: JCB advised he had been unable to make contact with Gorton St surgery (no response from them).

JCB also advised the deputy CEO of Blackpool NHS had offered to come to one of our meetings to discuss NHS reorganisation.

RWn asked if we had an up to date list of all doctors' surgeries in the Blackpool area. It was noted a list of surgeries had been included in the presentation made by MW at the last meeting but enquiries would be made if this was the up to date list.

JB advised MW had received an e-mail from Elizabeth Street inviting members to their PPG meeting.

Online Magazine : there was some discussion on its distribution, an update being required at the next meeting, plus a brief outline of what it is (quarterly magazine for the patients of the practice giving details of the practices services , introducing the practice staff but plans to include healthy recipes and a database of useful organisations).

Patient Survey 2009: An ongoing item. The survey itself the meeting was told was unlikely to be repeated in the same form but it was still useful as a means of gauging how the practice was providing an ongoing improved patient service.

Action plan update:

Area of improvement	Planned action
<ul style="list-style-type: none"> Confidentiality within reception areas / Being overheard at reception 	<ul style="list-style-type: none"> Introduce a 'privacy zone' so people aren't waiting on the shoulder of the patient at reception (Now introduced at both sites) Add perspex screen to reception at Adelaide Street to shield some of the noise (Now added at Adelaide Street) Introduce TV's in each reception area to create some white noise so patients at reception cannot be heard (To be installed in the next 2 weeks at both sites)
<ul style="list-style-type: none"> Ease of getting through on the phone 	<ul style="list-style-type: none"> To introduce more ways of booking appointments to divert some of the call traffic away from the phones (Currently looking at web booking. Will feed back in due course) Look at number of lines/staff available (New line added for incoming calls & staff rota's being looked at)
<ul style="list-style-type: none"> Helpfulness of receptionists 	<ul style="list-style-type: none"> Sit down with reception supervisors a look at plan for staff training (Customer Service training booked via MPS for June) Plus addition of triage gives receptionists more options to offer patients, as being unable to offer an appointment can be construed as unhelpful, which is not the

	receptionists fault. (Triage working well)
<ul style="list-style-type: none"> • Able to book ahead 	<ul style="list-style-type: none"> • Look at opening up more pre-bookable slots in each clinic (2 Pre-bookable slots now for each session) • Look at online booking as an option (Ongoing)
<ul style="list-style-type: none"> • Desire for surgery to be open at different times 	<ul style="list-style-type: none"> • We currently open 2 late evenings and we are open from 8am every day. Weekend opening has previously been discussed, but ruled out (Discussed at partners meeting. 08:30 clinics being trialled shortly) • Perhaps look at offering lunchtime clinics to allow for workers to attend during lunch hours (No plans as yet)
<ul style="list-style-type: none"> • Ability to see doctor fairly quickly 	<ul style="list-style-type: none"> • Look at number of doctors sessions & session lengths (Session lengths currently 2.5 hours, which we see as long enough. New Nurse Practitioner will give us additional capacity)

It was noted that the results we were acting upon were from surveys done before the current triage system was introduced and this has given us much better capacity to assess urgent cases.

Communications: A general discussion took place on this subject, being a follow on of the presentation made by RWn at the previous meeting. RWn was keen to say he wanted to see the practice at the top of the premier league and link in with several organisations. For example using the many organisations (e.g. Vitaline, Neighbourhood Watch) to distribute our literature.

There was concern expressed on this as it suggested we get involved to an extent where fund raising may be required and as a group we had already comprehensively agreed we are not and do not want to be a fund raising committee. The matter was left with no agreement but to be discussed further.

There was also a discussion on how to best advertise the new services the practice was looking to introduce, e.g. the sexual health clinic at Kentmere Drive. It was noted there is a clinic in the town centre but not one at Marton, hence the setting up of one at Kentmere Drive. It would not be exclusive to the practice's patients and it was thought word of mouth was likely to prove the most successful but it was also another area where the committee would want to go away and consider what means were best.

There was also a spin off discussion from this in how best to represent various groups – e.g. youth since no member of the committee is below 35 it was agreed this could prove difficult and another area for us to contemplate how best to reach out to all sectors of the practice. A possible junior voice forum was suggested. AA also advised she knew of a young woman who she worked with on other committees who would be a good representative for youth. She would speak to her to see if a) she was interested and b) a member of the practice. If so she would invite her to the next meeting.

There was also a discussion on whether to set up a rolling 12 month plan of speakers to our meetings. GQ advised he had spoken to Link (as per the last meeting) and had provisionally arranged for their representative Helen Kay to attend the next meeting. We could then invite the Deputy CEO of Blackpool NHS to the following meeting and should look to draw up a list of possible future invites in the upcoming meetings.

This item to remain on the agenda pro tem.

Any Other Business:

VC suggested a short message be put on prescriptions asking if the practice had the patient's up to date details including e-mail address, as a means of getting an up to date database.

JCB advised there was an open day at CVS on Abingdon Street on May 19 for silver surfers. It was from 11:30 to 15:30.

Also anyone interested in attending one of the Blackpool Teaching Hospitals governors meetings should contact JCB.

Future dates of meetings were agreed – 14/06/11; 12/07/11; 13/09/11; 18/10/11; 22/11/11; 13/12/11

Date of next meeting: June 14, 2011 at Whitegate Medical Centre, Room 1. Meeting to start at 6pm.