



Minutes of ASK PPG Meeting Held 18 Jan 2011.

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 |
| TB – Tony Bladen | Patient |
| VC – Viv Critchley | Patient |

Present: AA/JCB/GQ/VC/SR/MW/JB

Apologies received: TB/RWn/RWh/RH

Chairs remarks:

No info has been received yet re the possibility of changing the PPG meeting place. (The possibility of Whitegate Drive Medical Centre is under investigation).

Minutes of Meeting held 07/12/10: agreed as a true record.

Matters Arising:

The practice website has now been updated, and it is possible to order repeat prescriptions online. As from Feb 1 patients will be able to make an appointment giving a minimum of 2 days notice. Appointments on a more urgent basis will still need to be made via reception.

The issue of a newsletter has been delayed but publication is due in a couple of weeks, and should contain details of our PPG.

TB has kindly donated a spare mobile phone, to be kept by AA and a possible rota drawn up for its use. MW also advised he has set up an e-mail account but currently tests show it is not working (test e-mails not received).

JB advised she has not received any e-mails or other correspondence from other PPGs.

Patient Survey 2009:

Revised website tackles the problem of advance booking; TVs now in place (on both ground and first floors at Adelaide St) to help battle the problem of people at reception being overheard. In addition at Adelaide Street a Perspex screen is to be put in place. In addition a discussion was held on the possibility of putting a sign up at Adelaide St asking people to please wait here.

People Queuing in Street in December:

It was no thought this was an ongoing problem, as during normal hours once the early morning rush is over the norm is for 7 to 8 people only being in the waiting room. It was probably connected to the flu vaccination program. It has separately been decided that PPG members will help steward this next year, as part of the lessons learned from this year.

Provisions For Those With Hearing Impediments:

This followed a story on See Hear which pointed out patients with hearing problems tended to be poorly served by most doctors' surgeries. MW advised that as people register their hearing problem with the practice then arrangements can be made with the PCT for someone to be present when that individual comes into the surgery. He also suggested hearing loops were a possibility and would look into the possibility.

Any Other Business:

GQ advised Rwn had asked about the possibility of his brother-in-law coming in to provide some feedback on services to the less mobile elderly members of the practice. It was agreed that if Rwn's brother-in-law is a member of practice he is very welcome, and he can come if Rwn's mother (who he cares for is) as her representative. If neither applies then more info is required. GQ agreed to get more details.

The question of the Expert Patient Self Management course was raised, with particular reference to problems getting on it, and feedback provided to one member that there was a potential problem re funding. MW thanked SR for her info and said he would take it up the person organising the courses, who had been asking him for volunteers.

At the next meeting we have had a request from Dr Sheena Aggarwal (one of the doctors from Manchester university doing her placement period with the practice) to attend. We indicated we would be very happy to greet her to our meeting.

Date of Next Meeting:

Please note next meeting now set for Whitegate Medical Centre - Room 4 on Feb 15. I am advised you should go to reception who will direct you. Start time remains at 6 pm.

. The meeting is set to be our AGM and so will commence with the re-election of our officers