



**Minutes of ASK PPG Meeting Held at Whitegate Medical Centre in room 1 on 22 Nov 2011 commencing at 6 p.m.**

Name	Designation
AA – Ann Allen	Patient (Chair)
DC - Dorothy Cameron	Patient
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

**Member present:** DC/AA/JCB/JB/SS/SR/GQ/MW

**Apologies:** JM/VC/RWh/RWn

**Chairs Remarks:** AA welcomed everyone to the meeting, and advised that R Ibrahim of Elizabeth St surgery sends everybody her regards and wants us to know her PPG is going well.

**Minutes of Previous Meeting:** Agreed as an accurate record.

**Matters Arising:** An update on the newsletter was given by GQ, with reference being made to an article contributed by Dr Salt of Trinity Hospice on pain management. In addition a poem by Viv Critchley (these were circulated and agreed), plus MW wants to put in an article on the Adelaide St surgery taking over the licence from Superdrug and being open to dispense prescriptions from February 2012. As a matter of courtesy Lloyds and Coop had been notified.

JCB also made mention of a possible contribution by MND, following their recent presentation at the hospital.

The group dinner was discussed, and it was agreed we have an evening out at the Highcross Hotel on Jan 17<sup>th</sup>. No actual time agreed but the suggestion is 7 pm? The next official meeting of the PPG to be held at the Whitegate Medical Centre on Feb 21 -6p.m., room 1.

**PPG Enhanced Service:** There is a need to agree the patients survey. MW to send to PPG members shortly for their thoughts to enable distribution before Xmas.

PPG members should come to the Feb meeting with ideas of the direction we need to take next year. (some suggestions submitted were promoting cancer awareness and an increase the awareness of the group in waiting rooms).

**Online Newsletter:** This was pretty well covered under matters arising, but a picture of the group was taken for publication in the next newsletter.

**Patient survey:** MW presented various formats of survey for the group to consider. Group to take away and feed back on questions they would like asking within the survey.

Definate advantage of asking patients which site they visit, so results can be split down, which the GPAQ survey has never been able to do.

**AOB:** At Adelaide St surgery there is no sign at the bottom of the stairs advising those with breathing difficulties to ask for help at reception and to have their appointment relocated downstairs. A sign does exist but it is stuck on the door of room 2 in the upstairs surgery and so is not best placed for those needing it.

MW advised the surgery recently had some funding approved by the PCT and as a result they were going to re-cover the chairs in the waiting room. The new pharmacy at Adelaide St opens for business on 6 Feb 2012. This means new flooring. Also illuminated signs advising patients it is their turn to go into the surgery will be available from early 2012. In addition the waiting rooms will have installed machines enabling patients for routine tests to take their own BP and BMI readings – these would then be inserted automatically into their records.

**Date and place of next meeting:** Whitegate Medical Centre, room 1 6p.m. on Feb 21 – please note dates for future meetings to be decided at this meeting.