



Minutes of ASK PPG Meeting Held March 29 2011 at Whitegate Medical Centre at 6pm.

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: MW;JB;JCB;SR;RH;VC;RWn;GQ

Apologies for Absence received : AA;JR;RWh

Minutes of Previous Meeting: Agreed as a true record

Matters Arising:

MW advised he had not yet got a card for TB but would do so and send out within a few days.

Summary Care Records have now been mothballed by Blackpool PCT.

The online magazine :

This is now available, is also in the surgeries, and is due to be distributed to all 2000 houses in the FY1 area and the 2000 houses in the FY4 area. The online list is currently only 12 but it is hoped and expected this will grow as more people become aware of the online facility.

Suggestions were made for people to perhaps provide recipes for healthy eating (aimed e.g. at diabetes but good for anyone) as well as links to useful organisations. The intention is to provide the magazine on a quarterly basis.

Posters of staff were now available and going up that day.

2010/11 Survey results

The survey is now updated every 3 months and the recent results show improvements in 7 areas, in addition the results are dragged down by the 1st quarter of 2011 results. There is still plenty of room for improvement but the overall trend is of improvement. MW will provide updated results as and when available.

The main areas for improvement have been identified as;

- Confidentiality within reception areas
- Ease of getting through on the phone
- Helpfulness of receptionists
- Able to book ahead
- Being overheard at reception
- Desire for surgeyr to be open at different times

An action plan was agreed to try and tackle each of these areas

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• Add perspex screen to reception at Adelaide Street to shield some of the noise• Introduce TV's in each reception area to create some white noise so patients at reception cannot be heard
<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• Look at number of lines/staff available
<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• 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.
<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 • Look at online booking as an option
<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 • Perhaps look at offering lunchtime clinics to allow for workers to attend during lunch hours
<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

A question was asked as to whether the staff wanted to attend the PPG. MW is to let them know they are invited. JB did also advise the reception staff take part in staff meetings and are aware of the PPG.

NHS SetUP

JCB advised he had recently given an interview on the work he did in the community and this had included the PPG and his work as a governor of Blackpool Victoria. This interview had been ultimately been broadcast on Fylde Internet Radio.com and gone on the internet. As part of his work in these areas he had been to a meeting recently on the new NHS setup which had been organised by LINK. He was waiting for further information on other meetings. It was agreed GQ contact LINK to re joining/attending future meetings and also look to invite them if possible to make a presentation at one of our meetings.

Communications

The first part of this presentation saw MW advise on the make- up of the practice in terms of the geographical split, and the intention to make patients aware of the online service, how triage works, out of hours service, the hope of providing a sexual health screening clinic and putting together a database of local services that patients and GPs alike can use.

The second part saw RWn provide a vision of the PPG getting more involved in the customer satisfaction side. He reflected we had done well on attaining the 4 prime objectives of a PPG – a) contribution to the continuous improvement of services; b) foster improved communication between practice and patients; c) help patients to take more responsibility for their health and d) provide practical support and help to implement their change.

He wanted to expand on this asked to consider looking to Disney and Tesco's, by way of customer satisfaction service and surveys. He suggested we should consider getting involved in finance and look to advertise on as wide a field as possible – maybe look to use JB's contacts to get the group advertised on Radio Lancashire. He also wanted to consider promoting various agencies such as Vitaline, so that the quality of care is good for everyone including when they reach the age of 86.

At this point given the time and the amount of data and suggestions put forward it was agreed to make Communications an item on the agenda and to discuss in depth at the next meeting.

N.B. I am advised by JCB that Buchanan Street surgery does now not exist, the practice has now moved & is called Gorton Street Surgery & has just celebrated its second year anniversary. Elisabeth Street surgery has moved from near Church Street on Elisabeth Street to the corner of Elisabeth & Milbourne Streets. Also Gorton street Surgery Manager does not seem to want to link with Victoria Hospital or local surgeries with regard to P P G development etc, the Manager always seems to be too busy to see me.

Date of Next Meeting Set at May 10, Room 1 Whitegate Medical Centre., Meeting to commence at 6pm.