

# Blue Dykes Patient Participation Group

## Minutes of a meeting held at Blue Dykes on Thursday, 2<sup>nd</sup> October 2008

### 1. Attendance

Christine Fletcher. Dr Tara George (chair). Wendie Heading. Carol Holmes. Ted Keeton (secretary). Rae Morton. Katie Slack. Samantha Twigg.  
The chair welcomed Anna Marie James.

### 2. Apologies

Roger Cowen. Jean Slater. John Winter. Ian Morton. Verity Shelton. Anne Small.

### 3. Minutes of Last meeting

The minutes were adopted.

### 4. Matters arising

#### 4.1 Notice Board

The group were advised that Roger Cowen had resigned his responsibility for the Group notice board. The two notices prepared at the request of the Group in the September meeting had been prepared, as directed, by Christine and Roger and had been taken into the reception so that they could be placed on the board. The notices had not been placed on the board. Katie Slack was not aware of this omission.

There followed a protracted discussion on the conduct, content and management of the board

It was proposed (by Rae Morton, seconded by Ted Keeton) that if the need for a notice had been identified at the Group meeting attended by members of the Practice Management Team, then that notice should be prepared and placed directly on the board by the group members responsible. The proposal was accepted unanimously.

#### 4.2 Practice security

Katie Slack referred to the last meeting and said that there was no net gain in the practice finances. There had been no progress in the provision of a buzzer system.

Action: to next meeting.

#### 4.3 Telephone system

It was agreed that this matter had been taken as far as possible.

Action: discharged.

#### 4.4 Booking advance appointments

Figures for DNAs in August and September were requested for the next meeting.

The letters amended at the last meeting had been approved by the Practice Management and would soon be taken into use.

Details of an automated appointment reminder system provided by Roger Cowen were given to the management for investigation.

Action: Katie Slack to investigate and report to the next meeting.

#### 4.5 Phlebotomy

No progress reported. Recent publicity in the Derbyshire Times relates to CNDRH and the immediate area only.

Action: to next meeting.

#### 4.6 Provision of refreshments at vaccination clinics

Samantha Twigg and Anna Marie James undertook to supervise the sale of drinks and light refreshments at the vaccination clinics to be held on 15<sup>th</sup> and 24<sup>th</sup> October. The practice agreed to supply tea, coffee, sugar and milk. The group thanked them and members agreed to attend and help. Modest charges were to be levied (25p per drink; 25p per bun).

### 5. Practice News

Dr George said that Verity Shelton's last day would be 10<sup>th</sup> October.

Dr George reported the success of the medical student training within the practice and said that it would become a regular feature. The students involved would be in their last year of training.

### 6. Group Membership and composition

Dr George addressed the group on the need for a truly representative group. The efforts of members Samantha Twigg, Ann Small and Jean Slater were acknowledged and it was appreciated that Samantha had already recruited a new, young member.

### 7. Affiliation to NAPP

Ted Keeton circulated literature from the National Association for Patient Participation and asked if the practice would support an application for affiliation at an annual cost of £25.00. It was agreed to pursue affiliation.

Action: to next meeting.

### 8. Any Other Business

Samantha Twigg reported an excellent health education display in a neighbouring practice and asked if Blue Dykes could follow the example. Dr George undertook to explore.

Action: to next meeting.

### 9. Date of next meeting

Thursday 6<sup>th</sup> November 2008 at 7.30 p.m. Agenda items and apologies to Ted Keeton by 3<sup>rd</sup> November, either by email [ted@border-collies.demon.co.uk](mailto:ted@border-collies.demon.co.uk) or by telephone 01246 590191.