

Blue Dykes Patient Participation Group

Minutes of a meeting held at Blue Dykes on Thursday 4th September 2008

1. Attendance

Dr Tara George (chair). Rae Morton. Ian Morton. Ted Keeton (secretary). Roger Cowen. John Winter. Samantha Twigg. Jean Slater. Verity Shelton. Chris Fletcher

2. Apologies

Wendie Heading. Ann Small.

3. Minutes of Last meeting

The minutes were adopted.

4 Matters arising

1. Practice security & extended hours

Roger Cowen pointed out that following further enquiries he had been told that the finance allocated to extended hours is in fact new money and he suggested that the practice explore this further with the PCT.

Dr George told the meeting that the possibility of fitting a buzzer to the outside door (disabled access) had been explored and that an approach to the PCT for financial assistance had been refused. Roger Cowen emphasised that the PCT have a responsibility to assist financially in security matters.

Action: To next meeting.

2. Telephone system

No progress has been made.

Action: To next meeting.

Under this heading there was a general discussion of patient information and it was resolved that two notices be prepared and displayed on the PPG Notice Board:

- a) Asking patients to telephone for results after 3.00 p.m. and
- b) Asking patients to ensure that the practise has up to date address, telephone and mobile telephone number.

Action: Chris Fletcher and Roger Cowen

3. Booking advance appointments

Dr George presented letters to the group to be sent to patients who fail persistently to honour appointments. Certain amendments were suggested which would harden the message to those patients and Dr George undertook to present amended letters to the next meeting.

Action: To next meeting.

4. Car parking at surgery

Dr George told the meeting that a satisfactory quotation had been received from a contractor who also gave an early start date, hence the plethora of yellow lines in the car park. Members of the group expressed their satisfaction with the new markings. There followed a short discussion on car park enforcement.

Action: Discharged.

5. Phlebotomy

Dr George reported no progress; the matter remains in the hands of the PCT.

Action: To next meeting.

6. PPG – structure & demographic

Samantha Twigg reported ongoing liaison with M&B Group and hopes to introduce a new member to the next meeting.

Dr George reported an application from a patient and it was agreed that he should be invited to attend the next meeting as an observer.

There followed a long discussion on future membership of the group.

Action: Discharged.

5. Practice News

Nothing to report

6. Any Other Business

Jean Slater spoke on publicity for the group. Dr George suggested that the Group may wish to run a stand serving tea and biscuits at the vaccination clinics to be held in October. Two clinics will be held; Wednesday 15th October and Friday 24th October (late finish).

The group agreed in principle and will discuss logistics at the next meeting

7. Date of next meeting

Thursday 1st October 2008 at 7.30 p.m. Agenda items and apologies to Ted Keeton by 29th September, either by email ted@border-collies.demon.co.uk or by telephone 01246 590191.