

Minutes of the Patient Participation Group (Aspull Surgery) held on 20th October 2014

Present

Alan Blood (Chair)
Frances Leigh

Kristine Webb (Secretary)
Graham Lowton

1 Apologies

Rob Whelan

Absent

Chris Ready

Suzanne Holland
Karen Westsmith

2 Notification of any other business

Items added

3 Minutes of last meeting agreed as a correct record.

4 Matters arising from meeting on 12th August 2014

4.1 Open Surgery Although Suzanne was not present to give feedback it was generally agreed that the system is working well.

Action Alan to convey this to Suzanne.

5. Community Nursing Services It appears that some hospital services are being transferred to the community with the resulting loss of 170 beds. There is a meeting on 31st October at the Life Centre. Alan and Graham may be attending.

6 Investigation of complaints to CCG Alan has investigated how complaints are dealt with by the CCG, to this end he has contacted Tricia Anderson Chief Exec who explained that currently the complaint was dealt with by the service provider and only recorded by the CCG but not followed up on. It was agreed that there needs to be a system in place to monitor the effectiveness and value for money and to this end Alan is to meet to discuss how this can be taken forward.

7 Any other business

7.1 Kristine has become secretary and requires that item agendas, apologies etc. be directed to her by email kykog@hotmail.co.uk or mobile 07872905469 Action Alan to request permission to give individual members details to Kristine

7.2 Suzanne has advised the group that the path between the surgery and the clinic is becoming unsafe, apparently it is unadopted. Graham suggested that Chris Ready investigates if we can access the Better Borough Budget. Action Chris Ready to report back to next meeting

7.3 Graham has found details of a Health Centre in regard to their PPG initiatives (ie men's

cancer health, basic first aid, sexual health for teenagers) and we considered what if anything we might do. Alan stated that he had a Links document, about 2 years old, which sets the roles of the PPG .
Action Alan will check currency before emailing documents for you to bring to next meeting for discussion

7.4 Social Media some discussion took place concerning this but Kristine who has business Facebook and Twitter pages explained that information needs to be current and frequently posted.

7.5 Newsletter . Alan remarked that another newsletter was due. Topics discussed for inclusion: flu and shingles jabs, open surgery and CQC inspection with initial results if available. If you have any burning issues or ideas for inclusion please let Kristine know.

7.6 All present felt that we must have a way to reach those 'at risk' groups ie elderly asthmatics as these people may not visit the surgery on a regular basis and may not be aware of current initiatives, although we know that Suzanne has some patients email addresses already on file.
Action Alan to speak to Suzanne.

6.7 Kristine asked for opinions of timing of the meeting. All present had no strong views.
Action Kristine to email absent members and go with the majority.

8 Date and time of next meeting

1st December 2014.