

BLUE DYKES PATIENT PARTICIPATION GROUP

Meeting minutes

Date: 14 July 2011

Opening: .Mr J. Kirby was asked to take the Chair

Present:

J.Kirby,J.Wilson,B.Flude,J.Poet,P.Greenwood,R.Unwin,R.Butler,D.Briggs,J.Ainsworth,V.Shelton,J.Slater,
K.Slack,H.Mallender,W.Sunney,A.Siddall.

Apologies: Dr T. George

1. Approval of Minutes: Junes minutes were accepted as a true record.

2. Matters Arising

1. Phlebotomy has relocated to Blue Dykes, A booked appointment is still needed.
2. The problems with the bank account have now been resolved and Derbyshire B.S. is to re-issue a cheque book. Membership of N.A.P.P. has not yet been renewed.
3. The newsletter is progressing and a heading was shown to the Group and accepted. Julie Poet was thanked for her excellent work. J. Ainsworth asked about distribution of the newsletter but this is still under consideration. A launch date has not been set. Julie and Helen to continue work on the newsletter.

3: New Business

1. Natasha Engel M.P. poster. A poster was shown to the Group by Verity advertising the MP's constituency meetings and did we want to pin this up in the surgery. A discussion followed after which a vote was taken and the decision was not to display the notice.
2. Bags for Rags. This was suggested as a means of fund-raising for the Group. There are some storage and logistical problems but the Group felt it was a good idea. P. Greenwood suggested we sell clothes ourselves at the 'flu' days held in the Social Centre with any surplus going to the Bags for Rags. R. Unwin said he might be able to help with storage. This was agreed if volunteers to attend were forthcoming. Dates are 30 September and 21 October.

3. Vandalism in the patients' toilet. Helen described how the patients' toilet had been vandalised on two separate occasions recently. This involved blocking of a sink and cistern with paper causing water to overflow. The Group was shocked by this and ways of combating such action was discussed. No person has been identified as the perpetrator. A. Siddall suggested a key system but this was felt too complicated. Verity suggested a notice be put on the door on behalf of the PPG to highlight the incident and threaten closure of the toilet if such action occurred again. J. Kirby agreed to produce a notice.

4. Improvements to appointment times. Verity said that the appointments system was to be changed from 5th September and asked the Group for suggestions. Most complaints to the surgery are about the present system which evolved following the swine 'flu outbreak. It had now become too complicated. A discussion followed. It was suggested a similar system should be used by all healthcare workers at the Practice and patients should be allowed to book appointments up to one month (rolling month) in advance. This would eliminate the '8 o'clock rush'. R. Unwin offered to do a patient survey and report back at the next meeting before a final decision is made. A description of the new method would make a good item for the Newsletter. The current system for responding to DNAs would remain in place.

5. Fire Drill. Verity said that as part of staff training she wanted to hold a fire drill on 27 July at 1430 but would like volunteers from the group to act as patients. Several members agreed to take part.

6. NHS Choices. Verity was keen to see more positive comments about the Practice on this web site. It can be accessed on Google (NHS Choices, S45 9NR). It was hoped that any patient with a positive experience would make a comment.

7. Familial hypercholesterolaemia. J. Kirby asked if the surgery screened for this complaint and was told only for clinical reasons. The cost would be prohibitive for general screening.

8. Fire at the Royal Hospital. J. Kirby gave an up-date on the situation at the Royal and members were impressed with how staff at the Royal responded. It was agreed to send a letter of appreciation to staff at the Royal (JK).

Minutes compiled by J.Kirby.

Next meeting: Thursday 11th August at 7.30pm