

Blue Dykes Patient Participation Group

Minutes of a meeting held at Blue Dykes on Thursday 2nd July, 2009

1. Attendance

Tara George (Chair). Verity Shelton. Katie Slack. D.Needham (Treasurer).
Ann Small (Vice-Chair). E.Keeton (Secretary). Ron Butler.

2. Apologies

Roger Cowen. Ian & Rae Morton. C.Fletcher. W.Heading. Jean Slater

3. Meeting held on 4th June 2009

The minutes were adopted as a true record.

4. Matters arising

a) Advanced booking reminder system

Doctor George reported that the company involved, Vision Software, have not yet written the software for this application. She added that templates and audit systems for the current system are overdue. Action – to next meeting.

As an addendum to this item it was agreed that a request should be placed on the notice board stressing the importance of current addresses and telephone numbers (fixed and mobile) being provided to the practice. Action – Sec.

b) Formulation of care plans

Practice staff reported no movement in this matter as yet and it was agreed that a further letter be sent to the PCT. Action – Sec.

c) Appointments

In the absence of Roger Cowen the matter was adjourned to the next meeting. Ted Keeton undertook to deliver the necessary information to Roger. Action – to next meeting.

d) Accounts

It was agreed that further information be sought as to the whereabouts of the missing money. Action – Sec.

5 Practice News

- a) A maternity locum has been found for Dr. George. She is Doctor Langton and she will start on 5th August.
- b) Interviews are to be held on 14th July for Doctor Cottrell's replacement.
- c) Interviews will be held shortly for a replacement practice nurse.
- d) The practice is to hold a training day on Wednesday 8th July and is seeking volunteers from the group to assist in role play exercises. Group members to be contacted by email to reply direct to the Practice Manager.
- e) The practice have been experiencing problems with vehicles blocking the entrance to the car park and in the current week have had to ask for vehicles to be moved on three occasions to allow ambulance access and patient exit. Discussions have been held with DCC Highways regarding double yellow lines on Eyre Street at the car park entrance. It was felt that a hatched box would be more effective and that may be provided by the Highways Authority.
Action – Sec. to write.

6 Any other business

- a) Ron Butler commented on a blood sample taken from his wife by one of the new phlebotomists under the new in-house system. Ron's wife felt 'it was the best sample ever' and asked that the members of staff be complimented on their efficiency and pleasant manner. Action – Practice Manager.
Ron also asked if it would be possible for patients requiring regular periodic blood tests to be booked in automatically. Practice members agreed to investigate. Action – next meeting.
- b) The Chair raised the vaccination clinic to be held in October this year and asked if the Group would be prepared to undertake any activity which would raise the profile of the Group and, perhaps, raise some money. Various suggestions were made including the sale of refreshments and a book stall. Action to next meeting.
- c) The Chair stressed that the practice list is open to all persons living within the practice area.

7 Next Meeting

In view of the forthcoming holiday season it was agreed that the next meeting should be held on Thursday 3rd September 2009 at 7.30 p.m.

Apologies and items for the agenda to Ted Keeton by 1st September 2009 on 01246590191 or to ted@border-collies.demin.co.uk