

Blue Dykes Patient Participation Group

Minutes of a meeting held at Blue Dykes on Thursday 4th June, 2009

1. Attendance

Verity Shelton. Katie Slack. D.Needham (Treasurer). C.Fletcher. W.Heading.
Ann Small (Vice-Chair). E.Keeton (Secretary).

2. Apologies

Tara George (Chair). Roger Cowen. Ian & Rae Morton. Samantha Twigg.

3. Meeting held on 7th May 2009

The minutes were adopted as a true record.

4. Matters arising

a) Advanced booking reminder system

No progress has been made. However, Dr George has been in contact with the Vision software group, authors of the appointments system, who are currently writing software to fulfil this need and have offered this to Blue Dykes as a pilot. Action – Next meeting.

b) Formulation of care plans

No reply had been received from the PCT. Action – to next meeting.

c) Appointments

The information requested by Roger Cowen is now to hand. In Roger's absence the matter will be adjourned to the next meeting.

d) Accounts

It was reported that the money raised from the sale of refreshments at the vaccination clinic had been handed into the surgery and has since disappeared. Enquiries are continuing.

5. Practice News

a) Doctor Cotterill is leaving the practice in July/August.

b) Doctor Kerry is pregnant. Comments were made regarding the water supply at Blue Dykes.

- c) Carol Gavvins, practice nurse, is leaving.
- d) Doctor Shell joined the practice on 1st June.
- e) The in-house phlebotomy service is now up and running at Clay Cross Hospital. Two receptionists have been trained and chair has been purchased. Appointments for blood testing are booked through the surgery – not via the automated system.
- f) Verity Shelton, practice manager has returned from maternity leave.
- g) The practice is in the process of applying for double yellow lines to be painted across the car park entrance to prevent unnecessary obstruction. The cost is anticipated to be between £100 and £150.
- h) Consideration is being given to using anti climb paint at roof level on the surgery premises. This has arisen from young people congregating around the surgery in the evenings and causing nuisances. The police are paying attention to the problem.

6 Any other business

- a) Dennis Needham raised the question of group membership (numbers and representation) and asks that publicity be given to the need through the Grass Roots column in the Derbyshire Times. Ted Keeton undertook to address that.
- b) Staff are now maintaining the notice boards in the waiting area to good effect.
- c) Questions were raised regarding the storing of messages on the automated appointments system.
- d) It was felt appropriate that, under certain circumstances, patients should be advised to book appointments with a practice nurse rather than a doctor, for example, blood pressure checks, contraceptive advice, ear syringing. This could be achieved via notice boards and the web site.

7 Next Meeting

Thursday 2nd July 2009 at 7.30 p.m.

Apologies and items for the agenda to Ted Keeton by 30th June 2009 on 01246590191 or to ted@border-collies.demin.co.uk