

# ***Blue Dykes Patient Participation Group***

Minutes of a meeting held at Blue Dykes on Thursday, 5<sup>th</sup> March, 2009

1. Attendance

Christine Fletcher. Ted Keeton (secretary). Katie Slack (acting Chair). Wendie Heading. Anne Small. Denis Needham, Anna Marie James. The acting Chair welcomed a new member, Ronald Butler.

2. Apologies

Dr Tara George (chair). Roger Cowen. John Winter. Ian & Rae Morton. Samantha Twigg.

1. Matters arising from minutes of 6<sup>th</sup> November

Advanced booking of appointments – automated reminder system.

No progress – to next meeting.

Phlebotomy

Katie Slack reported that following changes to the phlebotomy service as previously minuted, the practice had been offered the opportunity to provide their own service over 14 hours a week. Eight operations could be performed in each hour giving a total of 112 samples/patients each week. Questioned as to the adequacy of the provision she said that this was the allowance of the PCT.

It is intended that the samples would be taken by existing nursing staff within the practice and by volunteers within the administrative staff who would receive the proper training to qualify them as phlebotomists. Since there is no space for this operation within the practice building, the preferred option is to carry this out at Clay Cross hospital and negotiations are in progress.

At this point Wendie Heading introduced a problem highlighted by a patient who could not intend for blood tests at Clay Cross Hospital without taking time off and losing money. Katie Slack said that the patient could attend the surgery at 8.30 a.m. where a test could be taken by the practice nurse. She undertook to arrange this with the patient.

Action – to next meeting.

Meeting regarding the formulation of care plans.

In the absence of Doctor George this was held over to the meeting.

4. Minutes of a meeting held on 8<sup>th</sup> January 2009.

The minutes were approved and adopted.

5. Matters arising.

Constitution and Annual General Meeting

The AGM is scheduled to be held on 2<sup>nd</sup> April 2009 and notices will shortly be published.

The committee currently has a chair and secretary, both of whom are willing to serve for a further year. We need a vice chair and a treasurer.

Mrs Ann Small volunteered to be vice chair and was unanimously adopted.

Dennis Needham volunteered as treasurer and was unanimously adopted. He will arrange a bank account with the appropriate safeguards and signatories and Christine Fletcher agreed to recover the monies received from the sale of refreshments at the vaccination clinic.

## 6 Practice News

Doctor Mann has had his gall bladder removed and is currently off work. The group sent their best wishes for a speedy recovery.

Doctor Aye is still working at the practice until the new partner, a female doctor, commences on 1<sup>st</sup> June.

A new nurse, Joan Snape has been appointed to the practice where, in addition to general nursing duties, she will run the diabetic clinic.

## 7. Appointments

Wendie Heading raised the perennial problem of patients unable to see a doctor of their choice within two weeks – a matter which had been drawn to her attention by a patient. Questioned by the group as to the ability of the practice to absorb patient demand, Katie Slack said that the NHS standard was to allow 5 appointments per year per patient. Blue Dykes allows 12 appointments per year; 108,000 appointments, a little under two and a half times the NHS standard.

Approximately 90 appointments are missed each month when patients fail to attend and fail to notify the practice that they will not be attending; a little under 1,000 appointments per year.

Questioned further on the options open to the patient, it appeared that the patient could brave the automated system at 8.00 a.m., claim an emergency appointment or wait for two weeks. The patient could also register a formal complaint. Mrs Heading undertook to liaise with the patient.

This general complaint appears the most persistent experienced by the group and is unsatisfactory.

Action – to the next meeting when Doctor George will be present.

## 8. Next meeting

The next meeting will be held on Thursday 2<sup>nd</sup> April 2009, immediately after the AGM which will start at 7.30 p.m. prompt. Apologies and agenda items to Ted Keeton by 6<sup>th</sup> January 2009 by telephone (01246 590191) or email: [ted@border-collies.demon.co.uk](mailto:ted@border-collies.demon.co.uk)