

ASK PPG Minutes Meeting Held 8th November 2016 at Whitegate Medical Centre, Room 1 at 6 p.m.

Members Present: Ann Allen (AA)/George Goldthorp (GG)/Gavin Quick (GQ)/ Susan Ransome (SR)/ Susan Stratton (SS)/Mike Wain (MW)// Viv Critchley (VC)/John Butler(JCB)/Richard Watkinson (RW)

Apologies for Absence: Jo Booth(JB)/Kay Beaumont(KB)

Chairs Remarks:

AA welcomed everyone and thanked them for turning out on a very cold night.

She is concerned about the amount of Patient ailment detail reception requires when attempting to make an appointment, to be discussed in AOB.

She has a problem logging on to the Practice website. To be discussed in AOB.

Clifton Community Group/The Lakes are having a special tree light up for the children on 02/12/16. The Little Marton Mill has been the venue for little children's bedtime stories and more recently pumpkin carving the Mill, promoted by Left Coast and the Children's Centre.

Minutes of Previous Meeting: These were agreed as true and correct (Proposer: VC, seconder SR)

Matters Arising: Ringing prescription section between 2 and 4 – JCB advised he had rung to say not to prescribe certain items. He had left a message and went next day, but they said no message had been received. SS advised there is no longer a 2 til 4 slot for prescriptions.

MW advised he had contacted Synexus to say there would be no referrals until assurances re expenses and travel were received. So far they had not come back to the practice so no referrals are being made on behalf of Synexus currently.

Stour appointment system – some concerns had been expressed by the partners about the operation of this system due to the shortage of doctors (the practice has locums but they are not keen on a triage system, preferring to see patients by appointment. As a result the system has been shelved for now.

Practice Update:

MW advised the bid for money for the new building has been approved (It is thought the new building will house Adelaide Street and South King Street surgeries plus an Extensivist care team and a cafe). The meeting was delighted to hear this news.

MW also advised a new nurse – Karen Williams is joining the practice.

PPGN:

RW advised happy to advise he had attended the first combined AGM of the Blackpool CCG, Fylde and Wyre CCG and Blackpool Teaching Hospital at Lowther Gardens. RW was impressed with what was going on there, has been talking to people from the Fylde and Wyre and will be reporting back.

**Repeat Prescriptions:**

It was noted that there can be 2 different types of boxes (different colours and sizes) for the exact same item and this can be confusing. The suggestion was made that if there is a change in packaging the pharmacist should point this out to the patient so they are aware of it and do not start worrying they do not have the right medication. It was also suggested possible advance notice of different packaging could be given.

AOB:

SR asked re flu jabs – she sad given people can now go to the chemist to have a flu jab did the practice lose financially and were they in danger of having surplus serums they were unable to get rid of.

MW advised there was some financial loss but it was not too significant. With regard to excess quantity, 2000 are ordered every year and this takes on board a 10% reserve and a 10% return. So far there was not a danger of excess flu jabs at the end of the season.

SS advised re patient detail that this has to be done. GPs ask the information of receptionists who try not to be too intrusive and if required look to talk to patients in a private room.

AA discussed log in problems with MW after the meeting.

Group meal to be held at San Marcos on Lytham Road, 6.30 for 7. GG has kindly offered to organise.

Date of Next Meeting: Mar 14 2017 , Room 1 at Whitegate Medical Centre at 6 pm.