



## **Minutes ASK PPG Meeting Held 17 June, 2014 at Whitegate Medical Centre Room 1 at 6 p.m.**

**Present:** Gavin Quick(GQ); Susan Ransome(SR); John Butler(JCB); Susan Stratford; Anne Allen; Mike Wain(MW)

**Apologies Received :** Jo Booth; Richard Watkinson; Peter Wilde; Viv Critchley

**Chairs Remarks:** Fylde Coast Radio maybe able to join in the open day planned for August/September (i.e. take people's opinions and broadcast them). MW advised the day may slip – there is a meeting on 18/06 to check the available dates. JCB advised all is going w

**Minutes of Previous Meeting:** Agreed as a true and correct record.

### **Matters Arising:**

The starting date for records online has been put on hold. Community care – ambulance service doing a survey (most COPD patients are on it, as they are biggest group who are taken into hospital.)

GQ advised Blackpool CCG had done well in a recent NHS survey.

The most probable cause of patients not attending appointments is lateness, although JCB advised Doctors can be late too. It is thought that Skype may possibly in future help reduce this problem.

**Repeat Prescriptions:** MW advised this was managed and patients could be phoned to help resolve. There were targets for those with multiple repeats.

**Electronic prescribing:** People can send requests to the pharmacy (instead of the practice), and can change their pharmacy.

**Trauma counselling:** MW advised that people in need of counselling were referred to Cruse Bereavement. The usual waiting time is 3 to 4 weeks and they are welcome to go back after 1,2, or 3 years.

**Test Results:** MW and SS advised that if a blood test was carried out and the result required immediate action the patient would be contacted immediately, for less immediate needs a letter was sent to patients advising them to contact the doctor to arrange an appointment. If the results were ok then the patient was not contacted. Upon further discussion it was discovered that patients would be told when they were informed of the need for a blood test that if they had not heard anything after a week they could ring the surgery to check the result. This was not currently done but it was agreed to consider re-introducing the practice. The opportunity still exists it is the knowledge of the practice that is missing.

**AOB:** AR asked if the surgery give out details for various things, for example to Lifeline, who had been offering a check for £209 and a 3-4 month wait for the results. MW advised they had nothing to do with schemes like that, any information given was purely for research, and confidential – no personal details were given.

MW also distributed details of the recent practice survey for future discussion. It was noted upto 49 replies which is good.

**Date of Next Meeting:** 29<sup>th</sup> July 2014, Whitegate Medical Centre – Room 1 at 6pm