



**Minutes ASK PPG meeting Held 23/04/13, Room 1 at Whitegate Medical Centre, commencing 6 p.m.**

**Members Present:** Ann Allen(AA)/Susan Stratton(SS)/Sue Ransome(SR)/Viv Critchley(VC)/Peter Wise(PW)/Mike Wain(MW)/Gavin Quick(GQ)/Jo Booth(JB)/John Butler(JCB).

**Apologies for Absence:** Richard Watkinson(RWn)

**Election of Officers:** RWn was elected as vice chair. Although he had submitted his apologies, he had indicated since the last meeting he was happy to take on board the role.

**Chair's Remarks:** JCB advised he had little say, other than he had come across someone whose surgery was a different one to the two covered by ASK and this individual had said to him he was a member of a P P G but is losing members due to the surgery representatives controlling the meetings and not allowing free expression/ discussion. JCB had therefore invited this individual to the meeting as a guest to see how the meeting was run. The individual had not turned up tonight but JCB would look to invite them again if they wished.

**Meeting of Previous Minutes:** These were approved as a true and accurate record

**Matters Arising:** MW thanked those present, who had been taking part in the pilot for using online patient records. He also thanked them for submitting the prospective feedback forms. MW advised he would also contact JCB with a view to JCB taking part, after JCB advised he had put his name forward but had not yet been contacted.

MW also advised he had produced a poster for the PPG to use in its campaign to advertise its existence to all.

**Way Forward:** following a discussion it was agreed that for 2013 we concentrate on the projects at hand which are utilising and expanding the role of the newly created PPG Network for Blackpool (GQ being involved in setting it up); looking to attract new membership so as to get new blood involved- including looking to have a poster campaign; A survey the practice was looking to have in June/July; Use of Community Radio; Online Patient Records.

In addition GQ advised of the setting up of an embryo Community Health Network – more details to be forthcoming at the next meeting).

MW also advised there was going to be a national push for survey records to be available in the UK.

With regard to reading letters online as part of the online patient records pilot MW advised the meeting that although letters from outside the surgery were in PDF form, which normally is readable, because the records were made available via EMIS the current software made it unreadable to patients logging in online (perfectly readable though to doctors in the practice). This was a glitch EMIS are aware of and are working to rectify in future releases.

**Communications:** It was felt this was dealt with elsewhere in the meeting.

**Patients Survey:** MW distributed the end of year report, and also advised the government were extending the current rules re practices setting up a PPG for a 3<sup>rd</sup> year.

**Repeat Prescriptions:** JCB advised he had been made aware, largely due to a recent stay in hospital, of a potential problem in that some medications looked alike, but were totally different, whereas others looked completely different but in fact were identical. From the ensuing discussion it transpired this was a national problem and GQ said he would look to take this to the PPG Network for Blackpool to see if anything could be done, and PW advised he would do some investigating.

The discussion also took on board the role of the pharmacy, use of medical reviews to possibly advise of changes in medications and blister packs.

NB. PW has now produced a paper on this problem, and this is an addendum to the minutes.

**Community Radio:** JCB advised the meeting of a newly formed online community radio – Fylde Coast Community Radio (FCCR) for which he was Station Liaison Officer. Currently it is available only online but is hoping to expand into a DAB service soon. This presents one means of the PPG reaching others it would not normally be able to do so.

**AOB:** GQ advised of the setting up of the Patient Participation Group Network for Blackpool, encompassing the 26 practices covered by the CCG( 7 practices had been represented at the initial meeting), with the intent of looking at and taking up issues and best practices that cover more than surgery. Issues that affect just the surgery would continue to be the province of the practice manager and practice themselves.

In addition GQ advised of the initial setting up of a Community Health Network for the Fylde Coast . The aim of this network would be to investigate the concept and possibilities of creating an interactive, multi-media network to improve two way communications on all aspects of health matters within the Fylde Coast. GQ to report back at the next meeting.

Date and Place of Next Meeting: June 18, Room 1, Whitegate Medical Centre at 6 p.m.