

**Drs Gebbie, Burn & Brown
293 Preston New Road
Blackburn BB2 6PL**

**Minutes of Patient Participation Group Meeting
1.30pm 15 September 2014**

Present

Patients: Richard Reeve, Ann Shuttleworth, Sue Cumming,

Practice: Jane Grogan, Shirley Collier

Apologies: Tom Clark, Christine Cooper, Debbie Tunnicliffe, Anita Vojnovic
Hilary Wensley

1. Minutes of the last meeting

Accepted

2. Matters arising from meeting 3 March 2014

Surgery improvements – Signpost to be placed in the front garden at the main surgery to make it easier for patients and visitors to find the building. The existing wall signboards will also be updated with the new telephone numbers and opening hours.

Coffee morning – Mrs Shuttleworth has organised posters to be displayed locally. Practice staff will help on the day, and provide refreshments and cups.

“Putting Patients First” – Shirley passed on her thanks to the Patient Group members for their suggestion in supporting this national campaign. Two petitions were returned from our surgeries, with approximately 50 patients signatures.

3. Feedback from Clinical Commissioning Group Meeting

Mr Reeve and Mrs Shuttleworth attended the meeting on 2 September. It was agreed that these two PPG members would normally attend the CCG quarterly meetings, with Mrs Vojnovic standing in occasionally if required. The topics discussed were the Annual Report, local health priorities for 2014-15, the 4=5-year strategic plan, and CQC inspection of the East Lancs Hospitals. Further information is accessible at the website www.blackburnwithdarwenccg.nhs.uk.

4. Practice news

- Shirley informed the group that Anne-Marie Burns has been appointed as our new practice nurse. Two new female doctors, Dr Aslam and Dr Anjum, will be on placement with us for 6 months and 4 months respectively.
- A staff satisfaction survey will be carried out in all practices in the West locality. Areas for improvement and development will be identified, and appropriate training arranged.
- Shingles vaccinations are now available to patients who were born on or between:
 - 2 Sep 1943 – 1 Sep 1944
 - 2 Sep 1935 – 1 Sep 1936
 - 2 Sep 1934 – 1 Sep 1935
- Flu vaccination clinics will take place on:
 - Saturday 18 Oct 9.00am - 12noon 293 Preston New Road
 - Saturday 25 Oct 9.00am – 12 noon 513 Preston Old Road

Local pharmacies are also offering free flu vaccinations to patients with long-term illnesses.

4. Any other business

- Online appointment booking and Patient Questionnaires – Mr Reeve raised these issues at the CCG meeting, and is awaiting further information.
- Improving the practice website – Shirley will discuss with Dr Brown
- Increasing membership of the PPG – Mrs Shuttleworth suggested making copies of the meeting minutes available in the waiting rooms. Mrs Cumming offered to attend the coffee morning in her role as PPG member to tell patients about our group and give out information leaflets. Practice staff will try to raise awareness by contacting carers, and a noticeboard display in the waiting rooms.

5. Date of next meeting

Shirley is retiring from the Practice shortly, and it was agreed to wait until a new manager is in post before deciding on a date for the next meeting.

January 2015 – date to be confirmed

Please note our Website address: www.limefieldsurgery.co.uk

18.9.14/SCC