

# Minutes of the Baslow Health Centre Patient Participation Group (PPG) meeting held on Tuesday 14<sup>th</sup> May, 2013 at 9.10pm.

## Present

### Patients:

Jane Buckham  
Mary Hampton  
John Lambert  
Gordon McPhie  
Keith Maslen (Chair/Minuting Secretary)  
Richard Powell  
Julia Warne  
Lorna Wilson  
Barbara Dyson  
Ann McPhie

### Staff:

Karl Rex (Practice Manager)

## 1. Apologies for Absence

Liz Henderson  
Gerry Key

## 2. Adoption of the Minutes of the Last Meeting

The minutes of the last meeting were approved and signed as a true record.

## 3. Matters Arising

**3:1. Private Flu Vaccinations.** Keith Maslen has yet to receive a response from NAPP. Keith will follow up this matter **ACTION: Keith Maslen**

## 4. Election of Officers

<b>Chairperson.</b>	Jane Buckham	elected unopposed.
<b>Vice Chairperson.</b>	John Lambert	elected unopposed.
<b>Secretary.</b>	Keith Maslen	elected unopposed
<b>Treasurer.</b>	Gordon McPhie	elected unopposed

**Membership Secretary.** There being no nominations for this post Keith Maslen is continuing in his temporary role as Membership Secretary.

## 5. Appointments: Formation of a working party.

The following members volunteered their services :

John Lambert (Lead member)  
Karl Rex (Practice Manager)  
Richard Powell  
Gordon McPhie  
Keith Maslen

David Dawson (vPPG member) David has experience in designing the appointment system for the Northern general Hospital. John Lambert is to arrange a date for the first meeting **ACTION: John Lambert**

## **6. Any Other Business**

**6:1. Zero Tolerance.** An objection was raised at the recent appearance of the bright green “zero tolerance” signs in the surgery. They were considered to give a negative impression of the surgery. Karl Rex explained to the meeting that there had been an increase in aggressive behavior to some staff in recent months which has been very upsetting for those on the receiving end. The notices had been effective as there have been no further incidents.

**6:2. Repeat Prescriptions/Appointments.** One patient related how, when she presented her repeat prescription slip to the Dispensary, she was told that no further medication could be prescribed until she had her review with a doctor. As she required essential medication she asked at reception for an appointment. She was told there were no bookable appointments available for several weeks and that she would have to telephone the surgery at 8.00 or book an online appointment. The patient was not happy about ringing the surgery at 8.00am as it was often not easy to get through and the online system could offer little choice at times, possibly with only one doctor available in a weeks time. In the end she had to result to subterfuge to obtain her medication. Karl Rex said that this should not have happened that he has been encouraging the dispensary and office staff to adopt a more patient friendly approach.

## **7. Meeting closed at 9.30 PM**

**Date and time of the next meeting: Tuesday 9<sup>th</sup> July 2013**

**Would members please let Jane Buckham [sjbuckham@yahoo.co.uk](mailto:sjbuckham@yahoo.co.uk) have any items for the next meeting's Agenda by Monday 1<sup>st</sup> July, so that an Agenda can be agreed and circulated in good time.**