

ADDINGHAM MEDICAL CENTRE  
PATIENTS PARTICIPATION GROUP

151a Main Street  
Addingham  
Ilkley  
LS290LZ

Meeting Monday 14<sup>th</sup> January 2013

Present

Dr Suleman Lizzie Lister Margaret Norris Barbara Haigh Alan Davies  
Dorothy Powley Gordon Campbell Anneli Littlejohn Diana Wontner-Smith  
Ann Bacon Judy Taylor Chris Acomb Tony Taylor Roy Horn

Apologies

Seering Taal

New Member Tony Taylor was welcomed to the group

The minutes of the meeting on 22<sup>nd</sup> October 2013 were agreed

Matters arising

Mens Health Awareness. A display was arranged in the surgery waiting room for 2 weeks in November 2012. There were a few leaflets left and these have been stored at the surgery. Thanks to Taal for printing the posters.

Lizzie will put the surgery opening times on the answer machine (out of hours)

Chairman's report

The PPG network meeting is on Thursday 17<sup>th</sup> January 2013 at Herriots Hotel Skipton at 6.30pm. Gordon is unable to attend.

Finance

Barbara pointed out that the balance at the last meeting was £416.69 not £416.59 as written in the minutes.

The balance as at January 2013 is £355.94. An end of year balance sheet will be presented at the next meeting.

Annual Patient Survey

Some comparisons from last years survey:

- Basic splits the same on gender and age
- Ethnic origins – maybe too many options
- Text reminders – 2013 70% for - 30% against 2012 34/66
- G.P. satisfaction results VG
- Reception Services – VG

- Overall services – 84%
- Notice Board is very popular
- PPG – Not aware 70%
- Website is used by 53%
- Answers on medication – results higher than national trend

### Action Points

A notice to be put up in the waiting room asking patients to question length of waiting time when appointments are running late.

The light sensor on the corridor going to Physiotherapy to be adjusted.

PPG website to be updated.

Lizzie will do an action plan and email everyone for agreement.

### Membership

Dorothy has resigned as secretary and from the group.

Gordon asked for someone to take on the role of Chairman. He has to have further treatment and feels he will be unable to carry on as Chairman.

Two people including Tony expressed interest in joining the group from the survey.

Lizzie will contact to the other person inviting her to the next meeting.

### Events

It was agreed that an event on Cancer Awareness will be arranged for March 2013.

Alan's wife has agreed to do a talk and Lizzie will invite a Marie Curie nurse to talk as well. Margaret to check available dates at St Peters Church Hall.

Anneli will arrange to put a notice on Parent Mail at Addingham School. Posters will be distributed.

### A.O.B.

Alan reported that the courses for Heartstart are well attended and feels this is due to the display in the surgery. He also reported that AGH is in the top 4 hospitals in the Dr Foster ratings.

Dr Suleman reported that from April 2013 CCG's will manage the budgets. At present the PCT's are over spent but when G.P.'s are in charge they will have to stay within budget.

### Date of next meeting.

Monday 14<sup>th</sup> February 2013 at 7.00pm

This will be to discuss the Cancer event and to try to improve communication and advertising.

