

Burton Latimer Medical Centre Patient Participation Group

Minutes of the Patient Participation Group meeting held on Monday 16th January, 2017 at 6pm in the Conference Room, Burton Latimer Medical Centre.

Present: Canon R Knight (Chair) Ms H Corbett (Practice Manager)
Mrs M Jerram Mr S Thomas
Mr E Hammond Mrs J Read,
Mrs J Drury Dr T Rose

In attendance: Mrs D Cox (Note-taker)

1.	Apologies and Welcomes Apologies were received from: Dr A Raja, Mrs J Finch, Dr R Child, Mrs D Mawby RK said that Mr F McDonald had tendered his resignation from the PPG and promised a written confirmation. RK has thanked him for his contribution to the group over several years. RK welcomed Dr Rose to the meeting	Action:
2.	Minutes of the last meeting <ol style="list-style-type: none"> a. The minutes of the meeting held on Monday 12th December 2016 to discuss the patient survey and of the full meeting on Monday 10th October had been previously circulated and were accepted as a correct record and signed by the Chair. b. The minutes from 10th October would be posted onto the website and the Patient Participation Group Notice Board following the meeting. c. The minutes of the meeting on 12th December to be held until HC advises DJC as these need to be discussed by the GP partners. 	Action: <ul style="list-style-type: none"> • DJC to post on the website • DJC to copy and put onto Patient Participation Group Notice Board
3.	Matters Arising None listed.	Action:
4.	Lloyds Pharmacy <ol style="list-style-type: none"> a. MJ reported that she had not had a response to the query raised at the 10th October meeting b. MJ confirmed that she had had a response from DJC regarding another query and that this matter had now been settled to the satisfaction of all concerned. c. HC has not met with the area manager for a while but will re-start the meeting with him and give a report to the next PPG and then quarterly thereafter. 	Action: <ul style="list-style-type: none"> • HC to meet Lloyds area manager and report to next PPG • DJC to add to next agenda
5.	DNA letter <ol style="list-style-type: none"> a. This had been dismissed at the meeting on 10th October but at 12th December was felt should be re-investigated b. TR felt that a DNA letter from the PPG was a good idea as coming from 'peers' 	Action: <ul style="list-style-type: none"> • DJC to add to next agenda and email original proposed draft to all members
6.	'Abuse' posters <ol style="list-style-type: none"> a. DJC reported no feedback of other ideas from PPG members 	Action: <ul style="list-style-type: none"> • DJC to message staff to see how they

	<p>b. TR said the NHFT statistics show that 102/1000 members reported that they had been abused in the year 2015/16</p> <p>c. HC advised that all abuse even low level was recorded</p> <p>d. TR suggested that it may be time to change the current poster as they had been up a while and may have lost impact</p> <p>e. ST asked how staff felt about the posters? HC replied that they felt supported</p> <p>f. RK asked all members to email HC/DJC with any examples of posters they see.</p>	feel and for any suggestions for alternatives
7. Telephones	<p>a. HC reports that the new system is in and needs some tweaking to be fully effective. An engineer is coming tomorrow who will hopefully be able to sort this.</p>	Action:
8. Appointments	<p>a. MJ asked if the current 3 week period of booking appointments could be extended by 1 week</p> <p>b. HC said that this would be a short term gain and also would mean more DNA as the time for patients to remember their appointments would be longer. Even with texting the day before appointments patients still DNA</p> <p>c. TR stated that 3 weeks enables planning of cancelling clinics and 4 weeks would mean more admin time spent cancelling / moving appointments</p> <p>d. All agreed to keep as at the present time</p>	Action:
9. Communications	<p>a. TR said that he believes that patients do not always look at the website or listen to the answerphone message</p> <p>b. RK suggested replacing the TV in reception with an information screen</p> <p>c. EH offered to investigate this and report back to next PPG</p> <p>d. RK said that JF had agreed to look at social media and how it could be used to help to get the profile of BLMC improved in the public eye</p> <p>e. JD said that patients are often frightened and concerned when they come and want to see a GP</p> <p>f. TR stated that the Nurse Practitioners are there part of the duty team, they will call the duty GP in if they think necessary</p> <p>g. HC asked all members to promote a positive message regarding the on call team to the local community.</p>	<p>Action:</p> <ul style="list-style-type: none"> • EH to investigate information screens for next PPG • DJC to add to the agenda • RK to ask JF regarding Social media for BLMC • DJC to add to next agenda
10. Next Questionnaire	<p>a. Date agreed as September / October 2017</p> <p>b. EH said this was a good way of being able to chat to patients in the waiting room</p> <p>6.45pm MJ left the meeting</p>	<p>Action:</p> <ul style="list-style-type: none"> • DJC to add to June agenda
11. Terms of reference	<p>a. HC will look into this for next meeting</p> <p>b. TR may not be needed but is a good idea to have set up and reviewed annually for the future.</p> <p>c. RK said that he has never known an AGM of the PPG but there is a National Association which may give useful advice.</p> <p>d. HC agreed to look into NAPS Membership</p>	<p>Action:</p> <ul style="list-style-type: none"> • HC to bring Term of reference to next meeting • HC to look into NAPS Membership

12.	Declaration of interest a. Jane Finch works for Nene CCG as has now amended her email contact as her personal one	Action:
13.	New Members a. RK reported that we it has been the practice to accept all who ask to be involved once they have had a chat with the Chair and the practice manager b. HC said that this process works fine at present and does not know of any historical problems c. TR said that it is good to have a balance of gender and age and so thought needs to be made about how to attract younger members	Action:
14.	Any other notified in advance business a. EH is to attend a meeting at Francis Crick house and will report to next meeting.	Action: • DJC to add to next agenda
15.	Date and Time of Next Meeting The next meeting will be on Monday 20 th March at 6pm in the Conference Room, Burton Latimer Medical Centre	Action:

There being no further business the meeting closed at 7pm

Signed _____ (Chair) Date _____