

## Burton Latimer Medical Centre Patient Participation Group

Minutes of the Patient Participation Group meeting held on Monday 20<sup>th</sup> March 2017 at 6pm in the Conference Room, Burton Latimer Medical Centre.

Present: Canon R Knight (Chair) Ms H Corbett (Practice Manager)  
Mr S Thomas (left at 6.45) Dr A Raja  
Mr E Hammond Mrs J Drury  
Mrs J Read,

In attendance: Mrs D Cox (Note-taker)

<b>1.</b>	<p><b>Apologies and Welcomes</b>  <b>Apologies were received from:</b>  Mrs M Jerram, Mrs D Mawby and Mrs J Finch</p> <p>RK Welcomed Mrs Betty Horton who is interested in becoming a PPG member</p>	<p>Action:</p> <ul style="list-style-type: none"> <li>• Mrs Horton (BH) to give contact details to DJC who will send out to the rest of the group</li> </ul>
<b>2.</b>	<p><b>Minutes of the last meeting</b></p> <p>The minutes of the meeting held on Monday 16<sup>th</sup> January had been previously circulated and were accepted as a correct record and signed by the Chair.  The minutes would be posted onto the website and the Patient Participation Group Notice Board following the meeting.</p>	<p>Action:</p> <ul style="list-style-type: none"> <li>• DJC to post on the website</li> <li>• DJC to copy and put onto Patient Participation Group Notice Board</li> </ul>
<b>3.</b>	<p><b>Matters Arising</b>  <b>6.f Posters</b>  DJC gave examples of current posters and 4 new ones.  The feeling of the meeting was that they were happy with the existing posters but all agreed to use the 'getting angry' one in addition to ring the changes.</p> <p><b>7.a Telephones</b>  HC has encountered some problems in getting the monitoring system up and running. All members willing to help if this would be beneficial. HC will renew contact and ask for support if needed.  HC was asked to press, as a matter of urgency, the Phone provider to undertake the monitoring of calls that was requested several months ago</p>	<p>Action:</p> <ul style="list-style-type: none"> <li>• DJC to print, laminate and arrange for distribution of the new poster</li> <li>• HC to contact Phone provider re reporting system</li> </ul>
<b>4.</b>	<p><b>Lloyds</b></p> <ol style="list-style-type: none"> <li>HC has met with Silvana, local manager who reports that there is a new area manager. Suggestion put forward to invite them to the next PPG, HC to do this.</li> <li>Silvana reported that they had been having a double pharmacist on 1 day a week which had helped but that this has now been stopped</li> <li>Lloyds has a mystery shopper every 3/12 who feeds back to the area manager</li> </ol>	<p>Action:</p> <ul style="list-style-type: none"> <li>• HC to invite new area manager to PPG in May / July</li> </ul>

5.	<b>Patient Survey</b> <ol style="list-style-type: none"> <li>The GPs have reviewed this carefully and made their comments against each item as shown on Action Plan</li> <li>RK asked what was thought to be the best way about taking the relevant PPG action points on - One member to take it on, working party, regular extra meetings?</li> <li>The feeling of members was it would be best to meet on the alternate month to the PPG main meeting, during the working day and form a working group, all in favour. HC to liaise with RK about date</li> </ol>	<b>Action:</b> <ul style="list-style-type: none"> <li>HC to set a date for extra meeting in conjunction with RK</li> </ul>
6.	<b>DNA letter</b> <ol style="list-style-type: none"> <li>HC reported that there are changes in the contract we have from 1<sup>st</sup> April 2017 which will mean that this will be looked at as part of our Hub proposals</li> <li>AR said it was obvious by the meetings that she had attended with HC that we were not alone in our DNA numbers</li> <li>RK asked if other PPGs had expressed an interest to be involved and HC reported that very much so and that their future involvement would be greatly appreciated</li> </ol>	<b>Action:</b> <ul style="list-style-type: none"> <li>HC to liaise with other Hub members and involve PPG as necessary</li> </ul>
7.	<b>Communications</b> <ol style="list-style-type: none"> <li>EH said that he had been trying to set up a meeting with HC but not yet possible. HC to sort out a date and get back to EH</li> <li>EH said that he had expressed an interest to go to a Digital Health Expo at the NEC in October and is willing to fund the costs himself. RK thanked him for this</li> <li>RK also thanked EH for his detailed report from attending the meeting as emailed to all members</li> <li>EH said that sadly they had not communicated the slides and further information as promised and was not a shining example of how best to work</li> </ol>	<b>Action:</b> <ul style="list-style-type: none"> <li>HC to sort date to meet EH</li> </ul>
8.	<b>PPG Constitution</b> <ol style="list-style-type: none"> <li>RK asked if the group thought we needed an AGM. After discussion it was thought not but to be reviewed as needed or annually at review of document</li> <li>A suggestion box may address the issue of patients being able to correspond with the PPG</li> <li>HC reported that the NAPP membership costs £60 for the first year and then £40 for each year after. All agreed that this would be a good idea to do for the first year and see how much use we get from it. HC to organise</li> <li>EH said he would be happy to cover the cost of membership if this would help, HC said she would let him know if this was the case</li> <li>RK asked if members of the PPG could have the opportunity to claim expenses. HC to ask the GPs</li> <li>All in favour to adopt the Constitution. DJC to arrange for it to be on the agenda for the first meeting each year</li> <li>RK asked if it would be appropriate to have another staff member on the PPG, not necessarily a GP. HC said she thought a better plan would be to see what was on the agenda and then invite staff with interests in particular areas. All agreed</li> </ol>	<b>Action:</b> <ul style="list-style-type: none"> <li>HC to arrange NAPP membership</li> <li>HC to let EH know if he could help with the cost of NAPP membership</li> <li>HC to ask GPs about the claiming of expenses</li> <li>DJC to make note to add Constitution review to first meeting of the year.</li> </ul>

9.	<b>AOB not notified in advance</b> <ol style="list-style-type: none"> <li>JR asked in letters were still sent for medication reviews. HC said they were but to ask at reception and she could be booked in</li> <li>JR asked about staffing levels at Finedon as there used to be 2 GPs over there and now not always even 1. HC replied that this was down to staffing levels and cover needed to be maintained at Burton Latimer at all times</li> <li>JR asked why DNA figures were not displayed in the reception. HC replied that it was thought to be a negative message but that this would all be reviewed within the Hub meetings</li> </ol>	
10.	<b>Any other notified in advance business</b> <ol style="list-style-type: none"> <li>HC asked if PPG members would come in to help patients to use the book in screen. DJC to add to the email when minutes are sent out.</li> <li>RK said that this would be an ideal time to talk to patient's about their experiences and to feedback to PPG meetings / HC</li> </ol>	Action: <ul style="list-style-type: none"> <li>DJC to ask PPG members for dates available for help with book in screen</li> </ul>
11.	<b>Date and Time of Next Meeting</b> The next full meeting will be on Monday 15 <sup>th</sup> May 2017 at 6pm in the Conference Room, Burton Latimer Medical Centre	

There being no further business the meeting closed at 7.10pm

Signed \_\_\_\_\_ (Chair)    Date \_\_\_\_\_