Burton Latimer Medical Centre Patient Participation Group

Minutes of the Patient Participation Group meeting held on 18 November 2019 at 6pm in the Conference Room, Burton Latimer Medical Centre.

Present: Ms H Corbett (Practice Manager); Mrs D Cox; Dr T Rose; Julia Goode;

Martin Turner; Denise Mawby; Rachel Zachariah; Bill Nelson (Notes)

In attendance: Pam Marray from Oakham PPG

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1.	Apologies and Welcomes	Action:
	Apologies were received from: Sue Grant; Cheryl Neville	
	Pam Marray was welcomed to our meeting by HC	
2.	Minutes of the last meeting	Action:
	The minutes of the meeting held on 16 September 2019 had been	DJC to post on the
	previously circulated and were accepted as a correct record and signed by the	website
	Chair.	DJC to copy and put onto
	The minutes would be posted onto the website and the Patient Participation	Patient Participation
	Group Notice Board following the meeting.	Group Notice Board
3.	Matters Arising	Action:
	None listed	
4.	Lloyds Pharmacy:	Action:
	All now seems to be operating satisfactorily, to be discussed only if further	NFA
	problems arise.	
5.	Car Park:	Action:
	JG reported an incident involving driving the wrong way and abuse in the car	NFA
	park. Further signage or restrictions would not be feasible and would require	
	landlord's permission.	
	The tight turn-in, especially from the bypass side was acknowledged.	
	Note was made that compared with other surgeries in the area BLMC is	
	particularly well served.	
6.	Patient Survey:	Action:
	A creditable 324 responses had bee received with many coming from the	
	assistance offered by PPG members at the Flu Jab Clinics. Overall, the	
	responses were positive and detailed analysis is underway. Key points	
	already identified are:	
	6.1. telephone is the preferred contact method. Comms enhancements are in	
	hand and eventually the additional person from Finedon will be on hand.	
	6.2. open times are generally OK	
	6.3. urgent appointments – 205 yes; 86 no. Further investigation is underway.	
	6.4. 268 patients felt involved in their treatment.	
	6.5. 257 positive responses about reception were recorded.	
	6.6. There was a mixed response to the range of services offered, but	
	increased promotional activity should see this improve. 6.7. Wellbeing Services is a welcome development and the Practice is seen	
	as a positive influence. MT suggested that he could seek approval for	
	"Helpers" on the allotments.	HC
	An action plan based on the survey is planned for the January meeting.	110
	Pam Marray requested a copy of the survey questionnaire.	DC
7.	Self-Care Week:	Action:
	This national initiative fits well with the overall approach pioneered in our	
	Surgery and it was agreed that rather than focus on a single week, the	
	Practice and the PPG should adopt this approach as a core recommendation,	
	with appropriate safeguards and guidelines.	All
8.	Prostate Cancer Guides:	Action:
	WN reported that a committee member of the BSA Owners' Club had made	
	public his own cancer and encouraged that all men be checked, with a very	
	good response. WN struck up contact with the prostate cancer charity at the	
	NEC in Birmingham and has some initial information display examples and is	
	seeking support for more promotional materials from them.	WN/HC
	The Practice will review with a view to display.	WN/HC

9.	Practice Booklet:	Action:
	Carried forward from last meeting. Needs to be reviewed and made more	
	accessible, perhaps with more graphics.	
	WN volunteered to edit copy & suggest graphics.	DC/WN
10.	Any other business	Action:
	HC reconfirmed praise and gratitude for PPG assistance with the Patient	
	Survey.	
	Pam Marray expressed thanks for the invitation and renewed enthusiasm for	
	reviving the Oaklands PPG.	
	All assembled marvelled at the Practice's newly acquired informative display	
	triptych.	
11.	Date and Time of Next Meeting	Action:
	The next meeting will be on 20 January 2020 at 6pm in the Conference	
	Room, Burton Latimer Medical Centre.	
	Other dates for 2020 are:	
	March 16	
	May 18	
	July 20	
	September 21	
	November 16	All

There being no further business the meeting closed at $7.02 \mathrm{pm}$