

**Burton Latimer Medical Centre
Patient Participation Group**

Minutes of the Patient Participation Group meeting held on 7 February 2022 at 6pm in the Conference Room, Burton Latimer Medical Centre.

Present: Mrs H Beesley (Practice Manager); Hayley; Julia; Brian; Sue; Bill(Note-taker)

1.	Apologies and Welcomes Apologies were received from: Rachel; Martin; Denise	Action:
2.	Minutes of the last meeting The minutes of the meetings held on 27 September 2021 & 12 October 2021 had been previously circulated and were accepted without objection.	
3.	Matters Arising None listed.	
4.	Practice Update Helen introduced Hayley and advised that additional support would come from Karen. The new phone system was launched in January and is already noted to be an improvement. Call routing is still be optimised as patterns are recorded. The supplier's experience with many other GP practices is proving invaluable. Brian queried if an initial triage system could be introduce, similar to those he has been involved with previously. Helen described how the surgery had considered various options and had modelled the resource implications against unpredictable demand patterns. With 14+k patients and limited clinical resources, the current system was demonstrably optimal in the current circumstances. However, with the new telephone system and developing patterns of demand, continuing measurement and assessment is in place and will guide and inform future staff training and appropriate technology adoption. The previously introduced and enhanced Front Desk Staff Development Programme to equip them as "Care Navigators" has been well received. This system empowers Front Desk Staff, with patient consent, to route the patient directly to the most appropriate Clinician for their condition.	Action: NFA
5.	Patient Survey Helen presented the 2021 Practice Patient Survey sheets for the team to review and undertake an initial analysis. The formula and methodology agreed at the October meeting had been very successful at gathering a significant number of responses and a good many helpful free-text comments. Bill offered to undertake a detailed statistical analysis and to draft a report highlighting key points for consideration and action. Brian also offered to produce a second analysis to ensure the maximum benefit from the results. A second independent analysis was agreed to be a good idea.	Action: Bill produce analysis & report by CoB 14 February 2022. Bill & Brian to liaise over access to survey documents asap.
6.	AOB Bill raised a question about 4 th Covid jabs, following receipt of an NHS letter and email. Helen advised that invitations to identified and eligible patients were imminent.	Action: NFA
7.	Date of Next Meeting Hayley volunteered to diarise and circulate dates for bimonthly meetings of the PPG for the rest of 2022.	Action: Hayley

There being no further business the meeting closed just after 7 p.m.

Signed _____ (Chair) Date _____