

Burton Latimer Medical Centre Patient Participation Group

Minutes of the Patient Participation Group meeting held on 16 September 2019 at 6pm in the Conference Room, Burton Latimer Medical Centre.

Present: Ms H Corbett (Practice Manager) (HC); Mrs D Cox (DJC); Denise Mawby (DM); Julia Goode (JG); Sue Grant (SG); Bill Nelson (Notetaker) WN

	<p>Apologies and Welcomes Apologies were received from: Cheryl Neville; Martin Turner</p>	Action:
	<p>Minutes of the last meeting The minutes of the meeting held on 15 July 2019 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>	Action: <ul style="list-style-type: none"> • DJC to post on the website • DJC to copy and put onto Patient Participation Group Notice Board
	<p>Matters Arising: Healthy Living – Children. DM had followed up the Burton Latimer Swimming Pool Fund and had been advised that it had all been allocated and spent. KBC has agreed to attempt to identify what the fund was spent on if not support for swimming lessons for children.</p>	Action: DM
	<p>Lloyds Pharmacy: The consensus around the table was that the Staff are better organised, happier at work and greatly improved from past difficulties. HC advised that a further meeting is to take place in respect of a specific complaint from a patient & DM asked HC to confirm to Lloyds the good news reported at PPG. HC asked members to promote use of the online service for appointments and prescription renewals. This surgery already achieves online use in excess of national averages.</p>	Action: HC ALL
	<p>Meeting Dates 2020: DJC confirmed the same pattern of dates as before. Dates set for 2020 are: January 20; March 16; May 18; July 20; September 21; November 16. There was discussion of the virtual meetings held by some PPGs as an alternative to face-to-face meetings. The consensus was that the current format is most appropriate, but that a watching brief will be maintained on alternatives.</p>	Action: ALL ALL
	<p>Patient Survey: HC presented an update on the forthcoming Patient Survey and revealed a suggested list of 9 possible questions, with the caveat that some pruning and editing was required. Overall, the Group was impressed at the scale and scope and simplicity of the questions and the fit with NHS England measures and also CCG priorities, whilst not losing sight of local nuances. A reduced list of 8 questions was agreed. Anonymity will be the default, with an option to self-identify, if a</p>	Action: HC

	<p>response from the Practice is required. HC then requested support for achieving the widest participation, including from PPG Members at the Saturday Flu Jab Fests in October and ideas for clinical and administration staff involvement.</p>	<p>HC All</p>
	<p>Practice Booklet: Item deferred to next meeting. Please review and feedback in anticipation of future discussion.</p>	<p>Action: ALL</p>
	<p>Northamptonshire CCGs Combined AGM: WN presented a very positive overview of the AGM, which was supported by circulation by DJC of the notes he made following the AGM. WN was able to advise the AGM of the excellent briefings and communications via this group and was asked to liaise further with the PCN & CCG Team following the AGM.</p>	<p>Action: WN</p>
	<p>Date and Time of Next Meeting The next meeting will be on 18th November 2019 at 6pm in the Conference Room, Burton Latimer Medical Centre</p>	<p>Action:</p>

There being no further business the meeting closed at 7:05 pm

Signed _____ (Chair) Date _____

Dates set for 2020 are:

- January 20;**
- March 16;**
- May 18;**
- July 20;**
- September 21;**
- November 16.**