

Burton Latimer Medical Centre Patient Participation Group

Minutes of the Patient Participation Group meeting held on 21 January 2019 at 6pm in the Conference Room, Burton Latimer Medical Centre.

Present: Ms H Corbett (Practice Manager) (HC); Mrs D Cox (DC); Rachel Zachariah (RZ); Julia Goode (JG); Bill Nelson (note-taker) (WN)

1.	Apologies and Welcomes Apologies were received from: Denise Mawby; Sue Grant	Action:
2.	Minutes of the last meeting The minutes of the meeting held on 26 November 2018 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. Previous minutes were being read & taken away by patients.	Action: DJC to post on the website DJC to copy and put onto PPG Notice Board. Noted & NFA
3.	Matters Arising: 3.1 Lloyds Pharmacy – ongoing: Positive news of improvements at Lloyds Pharmacy continue & Steve Edwards reports increasing cooperation and responses to patient needs. 3.2 Finedon Surgery: Further documentation for submission to NHS England had been received for completion by 28 January 2019. A meeting was proposed for February. WN reported that the Financial Times had investigated and reported on the flawed commercialisation of the NHS property portfolio, resulting in many surgeries becoming non-viable and subsequently closing. HC confirmed that Finedon is subject to the regime reported.	Action: All to monitor & report to Steve HC to continue to manage process & report to PPG Noted & NFA
4.	Promoting the PPG: HC started a discussion, to be continued, on how to promote the PPG to build on success and attract new members to improve age-ranges & communications with the entire patient community. Initial thoughts centred on something for the waiting areas, perhaps pop-up banners (space permitting) & more prominence on the website. HC suggested inclusion when TV screen is upgraded. RZ suggested application forms on the desk & JG & RZ asked if badges could be worn by Reception Staff. Notices/posters for local groups & churches might be considered.	Action: All to think of ideas and feedback to HC/SE/DC & future meetings. SE to check existing database of groups etc.
5.	Practice Booklet: An update is planned and HC asked for suggestions and ideas that will make it more accessible and helpful to patients. Increased visualisation was discussed and agreed as worthy of further discussion.	Action: All – ideas to HC & Team and future meeting.
6.	Facebook Neighbourhood Alert group This was mentioned as a continuing source of adverse comments and false news. HC recommended monitoring, if willing, but not responding to comments posted. The meeting agreed that joining discussions would not be productive and would likely encourage more hostility.	Action: HC to monitor for information only.
7.	Patient Survey HC raised the question of more patient surveys on a wide variety of subjects, e.g. dieting, to steer patients towards reliable information. Survey Monkey will work for computer users, but many patients do not use the internet.	Action: All to develop ideas
8.	Date and Time of Next Meeting The next meeting will be on March 18 2019 at 6pm in the Conference Room, Burton Latimer Medical Centre	Action:

There being no further business the meeting closed at 7pm

Signed _____ (Chair) Date _____