

**Burton Latimer Medical Centre
Patient Participation Group**

Minutes of the Patient Participation Group meeting held on 11th April 2022 at 6pm in the Conference Room, Burton Latimer Medical Centre.

Present: Mrs H Beesley (Practice Manager), Julia,
Brian, Sue, Martin, Rachel, Denise, Karen Tiwary (secretary) Note-taker

1.	Apologies and Welcomes Apologies were received from: Bill	Action:
2.	Minutes of the last meeting The minutes of the meetings held on 7 th February 2022 and were accepted without objection.	
3.	Patient Survey To use a different format for practice i.e., the way to deal with patients. The suggestion was made as to whether the age bracket should be changed to include on the patient survey younger families as most were over 65yrs of age. Helen agreed Action: Contact younger families – to be discussed at the next meeting Helen mentioned it is difficult to ascertain the reasons why people are not contacting the surgery. Brian enquired if the PPG meetings are a requirement. Helen explained that it is a mandatory requirement (with Terms of Engagement) PPG aims are: To hear the voice of a patient and to help and support. Having the support from the PPG have been invaluable as it would not have been possible for Helen to assign the Patient Survey to any staff as workload is incredibly busy.	Helen Discuss at next meeting
3.	Practice Update Helen introduced Karen. Since the new phone system was launched, patients have not been getting lost in the system. Brian mentioned patients have not been happy with the forward appointment bookings. Helen explained the difficulties to manage demands and that she must consider patient safety. Patients can also contact extended access, Corby Urgent Care, or phone 111 and Paeds Hot Clinic countywide. Patients can be signposted to Prospect House if it suits the patient to go there. Staff off work with COVID has been having an impact to staffing levels. A new fulltime GP will commence employment on 1 st July which will be an asset to the surgery. A salary GP continues to work at the surgery but not sure how long for. Nurse Jane has retired, and a new nurse has been recruited and is starting in May. AccuRX online booking service is switched off at times to manage patient safety. There had recently been urgent online consultations sent and Helen has to make a judgement as to whether it safe to stay open. Messages could be sitting unanswered for a while. Helen is looking into how AccuRX can stay open 24/7. Brian reported numbers rising for COVID patients in ITU, KGH. Helen reported we are working in the guidelines of IPC and utilising space with other practices.	Action: NFA
4.	Patient Newsletter – to reinstate Brian has offered to assist Helen with the Newsletter. Ideas are as follow: <ul style="list-style-type: none"> • Put out in Comms change of staff • Carers Week 6-12 June • Information on diseases • Patient Survey • Practice updates Action: Helen to put Newsletter plan together by 31 st May PPG to have a think of any other ideas/subjects for Newsletter	Action: Helen
5.	Carers Week 6-12 June Social prescribing – Hayley Aiming to achieve Bronze Accreditation All staff to complete Carer’s Training (definition of a carer) Hayley would be source of contact. <ul style="list-style-type: none"> • Have a stand with leaflets for Carer’s Week • PPG to support & help 	Action:

	<ul style="list-style-type: none"> • Arrange for Carer to come in and speak with Hayley something for Newsletter (around 300 words). There will be some carers that would not recognise that they are a carer • Try to identify and offer support 	
6.	<p>Annual check ups</p> <p>Martin asked for clarification regard to told to ignore medication review before meds are ordered on prescription. Helen confirmed the review of meds process has been amended. Patient safety processes are in place if bp is required before meds are prescribed.</p> <p>Helen reported the surgery are a bit behind low level reviews since Jane has left. If appropriate, reviews have been done by phone call which suits a number of the working population. Helen confirmed this has been carried out for housebound and care home patients. A small number of the population are still requiring 4th Spring jab.</p>	
7.	<p>AOB</p> <p>Lloyds Pharmacy – It is out of the surgery control when there is no Pharmacist present. If the Pharmacy cannot deliver medications, people can take script elsewhere. There is a shortage of Pharmacists and a few medications. Staffing levels is the issue.</p>	
8.	<p>Date of Next Meeting 6th June 2022</p>	Action:

There being no further business the meeting at 7 p.m.

Signed _____(Chair) Date_____