

## Burton Latimer Medical Centre Patient Participation Group

Minutes of the Patient Participation Group meeting held on 7 August 2023 at 6pm in the Conference Room, Burton Latimer Medical Centre.

In attendance: Brian (Chair); Helen (HB); Dr Mc Grath (MMcG); Bridget (Secretary); Peter; Rachel; Sue; Martin; Julia; Bill (notes)


[illegible]



	<p>Surgery, but noted that the successes with Care Navigators and "helpful" patients added to improved results.</p> <p>HB observed that whilst patient number are constant, any increase in the list, or any increase in appointments would inevitably lead to a greater number of DNAs. More work is ongoing to research and deal with DNAs.</p> <p>BN noted that it is often impossible for patients to get through on the phone to cancel an appointment.</p> <p>Sue suggested that ringing at quieter times would be the solution, this was confirmed by HB, who asked PPG to spread the word that after 6 p.m. is the quietest time.</p> <p>MMcG acknowledged the frustrations from the inevitably heavy reliance on the telephone, particularly when no further appointments are available.</p> <p>HB confirmed that the telephone system offers a call back when the incoming call queue reaches 10 callers and when all appointments are filled, a message provides that information.</p> <p>Bill commented that all the above measures and techniques can only alleviate some of the difficulties, but could not prevail in the light of the fundamental lack of GPs in the NHS.</p> <p>MMcG reported that arrangements are in hand, with noted extra pressures on GPs, to become a GP Training Practice again. This will hopefully build a pipeline of future recruits. Year 1 trainees tend to be put-off by their exposure to work in a GP Practice, but after a 2<sup>nd</sup> year in hospital, those who spend their 3<sup>rd</sup> year in the practice, become much more amenable to that career path.</p> <p>HB again stressed the fluid balance of needs, demands, capacity to deliver, stressing the importance of acceptance of Care Navigation as the best way forwards.</p> <p>Bill reported positive feedback from an elderly patient to telephone consultation, whereas another finds it confusing. All agreed there is no one/universal solution.</p>	
<b>6.</b>	<p><b>NAPP Update</b></p> <p>BN confirmed that NAPP details have been circulated.</p>	<p>Action: Please read &amp; comment</p>
<b>7.</b>	<p><b>More Members &amp; Volunteer Assistants</b></p> <p>BN reported that some PPGs have "outside volunteers" to assist with events such as the Carers' Day &amp; Vaccine Clinics.</p> <p>MMcG wondered if Youth Reps and Carer Reps might be helpful.</p> <p>Peter suggested forming a "Friends of BLMC" to allow patients to participate on a convenient-to-them basis.</p> <p>Peter then suggested running public awareness/recruitment events in the town on neutral/more accessible locations than the Surgery.</p> <p>HB suggested starting with a suitable poster campaign and advised that the Practice has a list of willing volunteers to draw on.</p> <p>HB asked for ideas to promote the PPG on Vaccine Days, when large numbers of patients pass through.</p> <p>Bill with support from Sue offered his company Zoom account to help with promotions and recruitment.</p> <p>BN has a contact at local BBC who can assist with promoting PPG.</p> <p>MMcG suggested seeking just an "expression of interest" as a first step.</p> <p>Martin wondered if we have any feelings for how many Volunteers might be needed and if we could cope with a sudden influx. HB &amp; Bill agreed and HB suggested very specific targeting of potential recruits.</p>	<p>Action:</p> <p>Add items to agenda next time</p> <p>PPG to offer thoughts &amp; ideas in time for Clinics</p>
<b>8.</b>	<p><b>Vaccine Clinics</b></p> <p>2023 dates are confirmed as Saturdays 30 September; 14 October</p> <p>PPG support welcomed (and needed!)</p>	<p>Action: Please advise availability to Jo if not already done.</p>

<b>9. BLMC Practice Booklet &amp; Website</b> BN noted some elements of both are out of date. HB asked for notes of anything needing updating.	Action: PPG advise BN of items & BN advise HB HB to authorise updates
<b>10. Lloyds Chemist Update</b> Neither BLMC nor Lloyds Staff have received any updates. Reduced stock and continuing failure to fulfil prescriptions were noted with concern.	Action: NFA
<b>11. Any Other Business (notified in advance)</b> Rachel asked about preparations for future surveys. MMcG gave updates on strike actions and plans to cope. BN expressed concern at levels of aggression at KGH A&E HB confirmed current Patient List is stable at about 14,000 & MMcG confirmed there is no real and effective planning for dealing with future demands from National or Local Government. HB requested some brief notes about the PPG for the Practice Newsletter, perhaps based on the poster BN has.	Action: Agenda next meeting       BN to provide notes
<b>12. Date and Time of Next Meeting</b> The next meeting will be on 2 October 2023 at 6pm in the Conference Room, Burton Latimer Medical Centre	Action:

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

Signed  (Chair) Date 2<sup>nd</sup> October 2023.