## **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)

1.	Apologies and Welcomes	Action:
	Apologies were received from: Denise	
2.	Minutes of the last meeting The minutes of the meeting held on 3 April 2023 had been previously circulated and were accepted as a correct record and signed by the Chair. The minutes will be posted onto the website and the Patient Participation Group Notice Board following the meeting.	Action:  Bridget/Jo to post on the website  Bridget/Jo to copy and put onto Patient Participation Group Notice Board
3.	Matters Arising	Action:
16	Brian recorded thanks to Jo for overseeing update of BLMC website links to NHS National.  Brian praised Reception Staff for prompt and sensitive response to a medical condition referred for immediate attention by a Nurse.  Sue, Martin, Brian attended the Carers' Week Event and Martin reported favourable responses from patients.  Brian wished Denise a speedy and full recovery on behalf and all PPG Members.	NFA
4.	Actions & Practice Update	Action:
	PCUK Logo etc. confirmed sent.  HB reported positive developments in recruitment and deployment of a wide range of support staff and services within the practice, including care coordination; nursing; social prescribing; GP assistance; Pharmacy Technician; back office admin. All previous services, including direct access physiotherapy continue.  HB confirmed the continuing growth of a strong team spirit within and across functions.  HB confirmed that as more call data becomes available, a dynamic process of staffing the phone lines responds to the demands of both the volume and nature of incoming calls. Currently, at peak times extra call handlers and navigators are answering the phones in a dedicated room (effectively an in-bound call centre) with a GP on hand to advise and intervene, as required.  As ever, the aim is to communicate the benefits of telephoning the surgery, rather than joining the queue outside.  Feedback:  BN noted the improvements and confirmed they work in practice.	PPG to spread the word
5.	Patient Appointments  BN raised the question of bookable appointments for chronic conditions being monitored and/or treated.  HB confirmed that some appointments are bookable in advance.  MMcG explained the constraints on what could be offered when balancing forward bookings v. on-the-day appointment to suit patient needs, in the context of Government mandated targets and "requirements".  BN described the system of "reserves" to respond to no-shows/did-not-attends (DNA) at KGH.  MMcG explained the impracticalities of a reserve list at the level of a	Action: PPG to spread the word

Surgery, but noted that the successes with Care Navigators and "helpful" patients added to improved results. 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. BN noted that it is often impossible for patients to get through on the phone to cancel an appointment. Sue suggested that ringing at guieter times would be the solution, this was confirmed by HB, who asked PPG to spread the word that after 6 p.m. is the aujetest time. MMcG acknowledged the frustrations from the inevitably heavy reliance on the telephone, particularly when no further appointments are available. 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. 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. 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 3rd year in the practice, become much more amenable to that career path. HB again stressed the fluid balance of needs, demands, capacity to deliver, strssing the importance of acceptance of Care Navigation as the best way forwards. Bill reported positive feedback from an elderly patient to telephone consultation, whereas another finds it confusing. All agreed there is no one/universal solution. 6. **NAPP Update** Action: Please read & comment BN confirmed that NAPP details have been circulated. 7. More Members & Volunteer Assistants Action: BN reported that some PPGs have "outside volunteers" to assist with events such as the Carers' Day & Vaccine Clinics. MMcG wondered if Youth Reps and Carer Reps might be helpful. Peter suggested forming a "Friends of BLMC" to allow patients to participate on a convenient-to-them basis. Peter then suggested running public awareness/recruitment events in Add items to agenda next the town on neutral/more accessible locations than the Surgery. time HB suggested starting with a suitable poster campaign and advised that the Practice has a list of willing volunteers to draw on. HB asked for ideas to promote the PPG on Vaccine Days, when large numbers of patients pass through. Bill with support from Sue offered his company Zoom account to help with promotions and recruitment. BN has a contact at local BBC who can assist with promoting PPG. MMcG suggested seeking just an "expression of interest" as a first Martin wondered if we have any feelings for how many Volunteers PPG to offer thoughts & might be needed and if we could cope with a sudden influx. HB & Bill ideas in time for Clinics agreed and HB suggested very specific targeting of potential recruits. **Vaccine Clinics** Action: Please advise availability 2023 dates are confirmed as Saturdays 30 September; 14 October to Jo if not already done. PPG support welcomed (and needed!)

9.	BLMC Practice Booklet & Website  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
10.	Lloyds Chemist Update  Neither BLMC nor Lloyds Staff have received any updates.  Reduced stock and continuing failure to fulfil prescriptions were noted with concern.	Action: NFA
11.	Any Other Business (notified in advance) 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
12.	Date and Time of Next Meeting  The next meeting will be on 2 October 2023 at 6pm in the Conference Room, Burton Latimer Medical Centre	Action:

(Chair) Date 2nd Oct

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