

Burton Latimer Medical Centre Patient Participation Group

Minutes of the Patient Participation Group meeting held on 3 October 2022 at 6pm in the Conference Room, Burton Latimer Medical Centre.

Present: Helen Beesley (Practice Manager); Hayley Bevan, HB² (Secretary); Sue; Julia; Denise; Rachel; Martin; Brian; Peter; Bill (Notetaker)

1.	Apologies and Welcomes	All members were present	Action:
2.	Minutes of the last meeting	The minutes of the meeting held on 6 June 2022 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.	Action: <ul style="list-style-type: none"> • HB² to post on the website • HB² to copy and put onto Patient Participation Group Notice Board
3.	Matters Arising.	None listed.	Action:
4.	Updated PPG Constitution.	HB circulated an updated constitution for review and discussion. 1. Para 2 add note that the constitution will be reviewed annually. 2. Para 7 initial application to join PPG in writing to Practice Manager; 3. Para 7 agenda to be available in BLMC premises; 4. Para 9 add note that minutes are posted on BLMC website; it was also discussed and noted that communication includes incoming observations from patients, via PPG and vice versa. 5. Any contentious communications to be flagged to HB asap. 6. The amended constitution was approved unanimously for the final version to be signed by the Chair & the Practice Manager	Action: HB ² to update & present to Chair & HB to sign
5.	Chair Person.	Brian graciously volunteered to accept the role of Chair Person and will take up this position from the next meeting. HB recommended a Vice Chair be appointed and after a brief discussion the role was bestowed upon the volunteering Peter. Both appointments were ratified by unanimous votes of approval. Thanks to HB for having acted as Chair to date were noted.	Action:
6.	Provision of sharps disposal for the benefit of patients.	Peter described the difficulties in the local area for patients needing to dispose of sharps and demonstrated a simple needle extractor available from Amazon. HB explained the lack of disposal facilities at BLMC. Brian, as Chair elect, volunteered to research alternative provision, including what service the local pharmacy offers.	Action: Brian to research alternative provision. HB ² to produce and update current list of known disposal methods and places.
7.	Access to GP in unusual/difficult situations.	Brian rehearsed situations of concern that had arisen in other locations, some involving transfers from private hospitals to NHS Dr.'s surgeries. HB provided a detailed account of the processes and procedures already in place within BLMC, supported with extensive investment in staff training and personal development, designed and operated to avoid any of the complications recounted. A point of concern noted by the Group was the inappropriate use of the word "urgent" when drafting referral letters back to NHS provision.	Action: Group to report any similar incidents relating to BLMC to HB asap.
8.	Receptionists not wanting to give out names.	Brian reported incidents of patients being unable to identify receptionists giving poor service, particularly over the telephone. This happening in various locations. HB confirmed that all BLMC staff have been issued with "first name only" badges and dealing with distressed, awkward, angry/abusive visitors is included in staff training. Denise reinforced the importance of this training to the group.	Action: Group to report any similar incidents relating to BLMC to HB asap.
9.	AOB	1. HB described and explained the Extended Access Hub (specific times out-of-normal-hours) operated by Weavers at Prospect House, Kettering from 1 AOB cont.	Action: HB ² to confirm arrangements between

	<p>October 2022, in line with the new NHS contract. General and Specialist Clinicians reflecting the profile of local patients will be available. Appointments up to 2 weeks in advance can be booked via BLMC reception.</p> <p>2. HB thanked those Group members volunteering to help with the Flu/Covid vaccine clinics. Immediate volunteers stepped up to add their names to Wednesday's clinic.</p>	<p>volunteers and clinician coordinator involved</p>
<p>10.</p>	<p>Date and Time of Next Meeting The next meeting will be on 5 December at 6pm in the Conference Room, Burton Latimer Medical Centre.</p>	<p>Action: Members to confirm attendance when Agenda is issued</p>

There being no further business the meeting closed at 19:07

Signed _____ (Chair)

Date _____