

Burton Latimer Medical Centre Patient Participation Group

Minutes of the PPG meeting held on 3 April 2023 at 6pm at Burton Latimer Medical Centre.

Present: Brian (Chair); Helen Beesley, HB(Practice Manager); Dr Martin McGrath; Joanne Burns, Jo (Secretary); Julia; Rachel; Sue; Denise; Martin; Peter; Bill (Notetaker)

1.	Apologies and Welcomes and Chair's Report All present plus Dr M. McGrath in attendance. Brief formalities from Chair.	Action: NFA
2.	Minutes of the last meeting The minutes of the meeting held on 6 February 2023 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.	<ul style="list-style-type: none"> • Jo to post on the website • Jo to print and put onto Patient Participation Group Notice Board
3.	Matters Arising. <i>Prostate Cancer:</i> Bill confirmed PCUK logo & charity commission available for use. Martin asked if PSA test could be routinely offered, perhaps at annual medicine review. Dr. McGrath explained that PSA test is not necessarily an indication of a condition requiring intervention and any follow-up (biopsy for example) can lead to unwanted side effects. Clinical judgement to assess and balance risks is necessary.	Bill to send to Jo. Possible note in Newsletter, with clinical guidance.
4.	Practice Update Helen gave a comprehensive review of developments at the Practice, majoring on recruitment efforts in a difficult market for finding suitable candidates. Progress has been made in clinical and non-clinical areas. Staff shortages naturally have a direct effect on service levels and scope, including appointments. Transfer to BLMC can take 3 to 6 months depending on the recruit's prior employment contract. Focus is on ensuring continued support to patients with long-term conditions. Plans are in hand to reintroduce initial health checks for new patients. NHS Health Checks for patients 40 to 74 years are going well. A new post is a Deputy Practice Primary Care Network Manager, specialising in developing collaborative opportunities with other surgeries grouped in the area. The queue at the front door continues to cause concern and a new plan is being tested. This will include assigning extra call-handlers to take appointment calls between 8 – 9 am. It is hoped that with an information notice on the notice board and the website, this will encourage more patients to use the phone system. Patient online access to medical records and test results is not available at BLMC as the current systems available are not considered to have adequate patient safeguarding credentials. As new staff are recruited DSARs will be processed more promptly for those patients wanted a copy of their records. Dr McGrath explained the extent of the GP workloads and the extent of the volume of appointments and calls well in excess of any official guidelines. As reported in the media, revisions to the GP contract are being introduced by the government, but perhaps with an unwanted bias towards the stick, rather than the carrot. The media reports of 60% of patients being referred to A&E were dismissed as unfounded. Dr McGrath referred to additional training efforts at BLMC and in particular the prospect of re-introducing GP training, with a view to attracting future recruits. Sue asked if seasonal variations were a factor in the excess workloads noted. Dr McGrath acknowledged some effect but a greater influence was the constant and complex necessity to balance the allocation of clinical resource between managing long term patient conditions and intervening with day patients to minimise the number becoming urgent or long-term cases. Bill provided previously circulated calculations using national data.	HB to report further updates at next meeting.

5.	<p>Newsletter</p> <p>After a general discussion it was decided to press ahead with a visual based online Newsletter with maybe just 5 key headlines and a paragraph about the PPG. Helen suggested the growing successes of the Social Prescriber and her increasing acceptance by patients would be a good item to include. Denise suggested items related to national campaigns, which was accepted, but tracking forthcoming activities will require monitoring of "NHS Campaigns" via a regular Google search</p>	<p>Bill to revise original format & edit and set content provided</p> <p>PPG Members to Monitor "NHS Campaigns"</p>
6.	<p>Confidential Matter</p> <p>Brian referred very briefly, without details, to correspondence that Helen and Dr. McGrath declared to be beyond the remit of the PPG. Helen will deal with the matter, as appropriate outside the meeting. PPG members were advised not to become involved in anything beyond the scope of the PPG, but to ask such enquirers to contact the surgery direct. PPG members must not act as an advocate for patients.</p>	<p>NFA</p>
7.	<p>Test Results</p> <p>Dr. McGrath explained the complicated and involved processes for managing and administering and communicating test results. This very clearly shed light on the reasons for the somewhat confusing text messages sent to patients. Each test has to be clinically assessed and individually routed. If further follow-up is required the patient will be notified to this effect.</p>	<p>Consider for a brief note in the Newsletter</p>
8	<p>NAPP</p> <p>Brian thanked Helen for enrolling the PPG into NAPP, but limited discussion this time as it was getting late. Bill identified online surveys of all 14200 patients as the most pertinent item.</p>	<p>Bill to circulate NAPP booklets & research survey tools for next time, latest</p>
9	<p>Carers Support</p> <p>Denise reminded the group of Carers' Week June 4th to 9th 2023 Denise also wishes to establish a local Carers' Support Group. Encouragement and support was offered by Sue and Helen (particularly for the week's event). Denise stressed the importance of encouraging and helping young carers to self identify and to seek help. Rachel & Dr. McGrath suggested using the vaccination days to spread the message.</p>	<p>PPG to suggest ideas to members and to Denise in particular.</p>
10.	<p>Date and Time of Next Meeting</p> <p>The next meeting will be on 5 June 2023 at 6pm in the Conference Room, Burton Latimer Medical Centre.</p>	<p>Members to confirm attendance when Agenda is issued</p>

There being no further business the meeting closed at 19:08

Signed _____ (Chair)

Date _____