

Burton Health Centre Practice Management Group (PMG)

Minutes of the PMG meeting held on 4th December 2023 at 6pm, The Coference Room, Burton, Latimer Medical Centre.

Present	Apologies
Brian Northall (Chair) (BrianN)	Bill Nelson (Secretary) (Bill N)
Pete Middleton (Acting Secretary) (PM)	Denise Mawby (DM)
Martin Turner (MT)	Rachel Zachariah (RZ)
Jillia Goode (JG)	Sue Grant (SG)
Helen Beesley (Practice Manager) (HB)	
Dr. McGrath (Dr. MG)	
Joanne Barnes (Practice Secretary) (JB)	

Item	Action
<p>1. Apologies Apologies were received from: Sue/Rachel/Denise/Bill</p>	
<p>2. Minutes of the last meeting The minutes of the last meeting held on 2nd October were read and accepted and are recorded.</p>	All
<p>3. Matters Arising The Chair noted that the last PMG to appear on the website are the ones from our February 2023 meeting. BN will supply minutes of previous meetings to allow a full historical record to be available to service users. The Chair showed those present, the designs of the certificates of excellence to be awarded to nominated staff members. This will be done when the recipients return from their holidays. It was reported that we have a potential volunteer for the position of PMG Secretary, subject to interview. The prospect of a local association of PMGs was discussed in order to provide mutual support and exchange of ideas and good practice. The Chair raised the prospect of direct emailing service users with PMG-related news and minutes. This was not acceptable to the Practice Management (HB), who deemed it inappropriate. However HB stated that other mediums might be acceptable?</p>	<p>BrianN/JB</p> <p>BrianN/PM</p> <p>BrianN/HB</p>
<p>4. Practice Update Staffing: HB reported that two new Registrars are now in place. All is going well, and the number of available GP appointments will increase over time. There is also a new nurse practitioner on the team. Dr. MG. informed those present that more Registrars will be joining the practice. This news was well received by those present, who extended a warm welcome to our new recruits. Administration: A new electronic patient booking-in board is to be installed in the surgery. It will be located in the same place as the old one, and its use will ease the pressure on the reception staff and reduce queuing.</p>	

Item		Action
<p>4. (Ctd)</p>	<p>Covid and Flu Campaigns: HB reported that the Covid and Flu vaccination campaigns were successful and well attended and had had the volunteer for their help. A reminder of the number of Flu vaccines ordered will be carried over here to order for next year.</p> <p>Capacity and Access Plan: Dr. MG mentioned a number of initiatives that the surgery engaged in to show they order the day how GP support. Admittedly partly through the help of the GP period when the appointment system was dry and we have to have a waiting list of people everywhere. The Practice has also been doing a number of things related to the 'health' of the surgery and to improve knowledge of who they are so that they know what to do to be able to help improve the mental health or physical area with the aim of becoming a Wellbeing Accredited Practice.</p> <p>Patient Behaviour: There have been some cases of disorderly or aggressive behaviour by patients recently. It is going to be removed from the practice register. Patients are required to remain civil and a day case of acceptable behaviour should be reported to the Practice immediately.</p>	<p>(Ctd...)</p> <p>All</p>
<p>5.</p>	<p>PPG AGM and Fundraising: It was suggested that the PPG AGM, Annual General Meeting be held as a one-off meeting, Monday, 10th February, when the one-off meeting was necessary or appropriate. It was proposed that the AGM be held on Monday, 10th February, for all practice members, and attended or a letter be formed.</p> <p>PM suggested that a "Wellbeing Fair" or similar event would be good for the practice and public relations. It would also help to inform and educate patients.</p> <p>The Chair said that the AGM and PM have been successful in getting a PPG email address, which might be a good idea for patients, so contact a "PPG Admin" with any queries.</p>	<p>,</p> <p>,</p>
<p>6.</p>	<p>Any Other Business: PM gave everyone present a copy of the Knowledge Is Power booklet that he helped produce and which is aimed at people who are newly diagnosed with dementia.</p> <p>There being no other business the meeting closed at 19:05.</p> <p>The next meeting will be held on 5th February 2024 at 18:00 in the Conference Room at Burtonhamer Medical Centre</p>	

Date: 5TH February 2024

Chair:



For her meeting to be after the AGM