

## Burton Latimer Medical Centre Patient Participation Group

Minutes of the Patient Participation Group meeting held on 20 May 2019 at 6pm in the Conference Room, Burton Latimer Medical Centre.

Present: Ms H Corbett (Practice Manager) (HC); Mrs D Cox (DC); Dr A Raja (AR); Sue Grant (SG); Rachel Zachariah (RZ); Denise Mawby (DM); Julia Goode (JG); Bill Nelson (WN) – notetaker.

	<b>Apologies and Welcomes</b> <b>Apologies were received from:</b> Cheryl Neville	Action:
	<b>Minutes of the last meeting</b> The minutes of the meeting held on 18 March 2019 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: • DJC to post on the website  • DJC to put copy onto PPG Notice Board
	<b>PPG National Promotional Event:</b> We require posters to advertise the event and to circulate locally. There is a text based poster in the information pack to use if necessary. JG will show designs to Mayor for local promotion. PPG Resource pack to be circulated to all. DM volunteered to speak to people on 10 June. RZ offered to attend in support on Tuesday 11 June. SG offered to attend in support on Thursday 13 June. JG to advise of her availability	Action: WN to meet DC to try better design  JG DC DM RZ SG JG
	<b>Patient Survey:</b> HC confirmed the planning for a new patient survey. There was general agreement that maybe no more than 10 questions should appear, to avoid confusion and loss of interest. HC confirmed intention for online as well as paper-based survey. Online can generate automatic summaries and reports. WN offered to trial/test HC's questions. It was suggested that the survey should launch after Summer holidays to maximise responses. HC suggested link with Flu Clinic launch & opportunity for face-to-face introduction of survey.	Action:     HC/WN   HC
	<b>Practice Waiting Area Screen:</b> The Practice now has upgraded display facilities in the reception/waiting area. This is available for messages. Possibly also in the near future for the PPG Promotion/Awareness event. The screen will supplement the existing A-board & small table for promotion/awareness events.	Action:
	<b>Staff "PPG Awareness" Badges:</b> HC suggested that we should revisit the idea for staff badges inviting enquiries about PPG, with a support information flyer to hand out.	Action:   DC/SE
	<b>Primary Care Contracts:</b> HC explained the nature of the new Primary Care Network (PCN), involving collaboration between local surgeries, but not merging of those surgeries. Each will retain its own community	Action:

	ethos and focus appropriate to its own patients. BLMC is collaborating with Drylands & Mawsley Surgeries. Additional hypothecated resources are linked to the collaboration. Operational contracts will be changed to match the new requirements. Dr T. Rose will be the Clinical Director for the PCN. HC will be the Non-clinical Lead for the PCN.	
	<b>Finedon Surgery Update:</b> The PPG congratulated HC on submitting all the required evidence to NHS England on time. NHS England have advised that a Panel will review the proposal in July.	Action:
	<b>Flu Clinics:</b> The clinic dates have been set for 28 September & 12 October, although the vaccine delivery dates have yet to be confirmed.	Action:
	<b>Practice Booklet:</b> HC asked for members to come back with suggestions for revising the Practice Booklet. DM suggested including the PPG. JG suggested more pictures.	Action: All  DC
	<b>Date and Time of Next Meeting</b> The next meeting will be on 15 July 2019 at 6pm in the Conference Room, Burton Latimer Medical Centre	Action:

There being no further business the meeting closed at 7 pm

Signed \_\_\_\_\_ (Chair) Date \_\_\_\_\_