

Burton Latimer Medical Centre Patient Participation Group

Minutes of the Patient Participation Group meeting held on 18 March 2019 at 6pm in the Conference Room, Burton Latimer Medical Centre.

Present: Ms H Corbett (Practice Manager); Mrs D Cox; Sue Grant; Julia Goode
Rachel Zachariah; Bill Nelson (Note-taker).

1.	Apologies and Welcomes Apologies were received from: Denise Mawby	Action:
2.	Minutes of the last meeting The minutes of the meeting held on 21 January 2019 had been previously circulated and were accepted as a correct record and signed by the Chair. The minutes to be posted onto the website and the Patient Participation Group Notice Board following the meeting.	Action: <ul style="list-style-type: none"> • DC to post on the website • DC to print for display on PPG Notice Board
3.	Matters Arising. 3.1 Lloyds Pharmacy; positive reports continue. Retain as standing item for final review at next meeting. 3.2 PPG promotional posters to be updated. 3.3 Just a few more comments on local Facebook group. 3.4 Patient Surveys – see later agenda item	Action: SE to advise HC on comments from Lloyds. WN to meet DC NFA NFA
4.	Patient Survey. HC confirmed the Practice commitment to produce another patient survey. Discussions confirmed that the last survey was paper-based in 2016. It was agreed that an online and paper survey, likely based on Survey Monkey, which gives automated data analyses, would be the way to go. Initial thoughts about the focused questions were that a short survey of not more than 10 questions (max) would generate the most responses. Suggested question subjects were to test experiences within the preceding 6 months and included: ease of making appointments “on the day” or “within 3 weeks”; online booking – used or reason for not using; telephone – ease of getting through at different times of day; satisfaction with services – reception, clinical, other; opening hours; website checked for current services?; free-text best & worst features of BLMC.	Action: HC to develop draft questions All to make suggestions
5.	NAPP Bulletin DC circulated copies of the latest NAPP e-bulletin, drawing attention to the PPG Awareness Week 10-15 June 2019. Volunteers to support this event & the next Diabetes Awareness event, 1-7 April 2019 were requested. Agenda item next meeting. Circulate new NAPP password to members.	Action: All to review All DC DC (<i>action completed</i>)
6.	NHS England Directive re OTC Medicines & Other Services HC presented the official posters advising the removal from approved prescriptions of various OTC medicines and peripheral health related services (some patient exemptions will apply) from April, coinciding with the increase in charge per prescription item to £9. Some limited adverse responses to staff are expected.	Action: PPG to confirm to enquirers that this is a national NHS change & not BLMC local!
7.	Practice Booklet Comments, suggestions ideas to DC. Agenda item next time	Action: All DC
8.	Date and Time of Next Meeting The next meeting will be on 20 May 2019 at 6pm in the Conference Room, Burton Latimer Medical Centre	Action: All

There being no further business the meeting closed at 7pm

Signed _____ (Chair) Date _____