**Burton Latimer Medical Centre**

**Patient Participation Group**

Minutes of the PPG meeting held on 5 December 2022 at 6pm at Burton Latimer Medical Centre.

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

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|  | |  |  |  | | --- | --- | --- | |  | **Apologies and Welcomes**  Sue & Denise  Brian opened the meeting, his first as Chair, welcoming all present, thanking HB for her time as Chair & HB2 for her support and expressing gratitude to the Group for their efforts and diligence and commitment. | Action:  All – keep up the good work! | |  | **Minutes of the last meeting**  The minutes of the meeting held on 3 October 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:   * HB2 to post on the website * HB2 to copy and put onto Patient Participation Group Notice Board | |  | **Matters Arising.**  Brian gave an update on sharps disposal following extensive enquiries with supporting comments from Peter. In essence, there is a somewhat hit & miss default service from North Northamptonshire Council for collection from the user’s home.  Peter suggested that most people necessarily store their sharps at home until they can next visit KGH for disposal.  Contact details to request **North Northamptonshire Council** collection:  Call us on **0300 126 3000** Lines are open: Monday to Friday, 9am to 5pm. | Action:  NFA | |  | **Practice Update**  HB welcomed Brian as the new Chair and thanked the PPG for support from some members at the recent vaccination clinics. The Practice had also been able to undertake additional patient surveying at the clinics, adding more valuable support data.  A new Reception Manager is joining the Practice next week to provide support to the Reception Team and leadership in line with other areas.  The Practice is increasingly busy and the extra services provided at the Prospect House Hub are popular and working well. These include extra appointments being available with GPs and Health Care Professionals.  It is intended, with PPG support, to relaunch the Practice Newsletter, early in the New Year in digital, downloadable form with local posters at key locations. Printed copies will not be produced and sent out. | Action:  NFA | |  | **Prostate Cancer Checks**  Brian reported that the Prostate Check hyperlink in the text messages being sent in batches to all eligible patients seemed not to be working.  HB confirmed that there are still a number of batches to be sent.  After further discussion, it was agreed that PPG members will assist with design and preparation of an information article & campaign during January, ahead of the next PPG meeting. | Action:  HB to arrange check on hyperlink.  PPG Members | |  | **Booking GP Appointments**  The shortage of GP appointments continues to be a problem. This is connected with the national shortage of GPs and administrative burdens on them. Pre-booked GP appointments are limited to strictly defined cases of clinical need.  It was noted that the morning queue for appointments outside the Surgery generally begins at 7:30. This is regrettable, but unavoidable.  The telephone appointment service is also extremely busy. 11,369 calls were received during November, clearly indicating a number of repeat calls being made. For those calls that hung-on until connected to reception, the average delay was 13 minutes. The range of delays to connect to reception varies at different times of day.  Monday is the busiest day. The quietest times to call (and therefore the shortest likely waiting time) through the week are between 12:30 and 14:00 and from 17:30 to 18:00.  Appointments with Nurse Practitioners and Specialist Clinic Nurses can be pre-booked, but again heavy workloads and demands mean that sometimes delays are inevitable.  Calls not relating to appointments are best made at the quieter times. | Action:  NFA | |  | **Social Prescriptions**  HB reported that the introduction of Social Prescriptions has been a considerable success, with increasing patient acceptance and participation. Martin confirmed new members joining the Walking Group based in the Library each week, following referral from Hayley, the coordinator at BLMC. | Action:  HB to pass on the appreciation and support of the PPG | |  | **AOB**  HB advised that BLMC Nurses are not involved in strike ballots or action as they are under contract to BLMC, not NHS.  Normal prescription orders are assured during the holiday period with only the Bank Holidays not covered for signing. Patients are encouraged to order online so soon as the system permits access, 1 week in advance.  HB confirmed that locum GP services are not available, but the Prospect House Hub provides a better level of service to patients.  Brian asked for an update on access to patient records. HB advised that a national scheme has been put on hold by NHS Digital. However, patients can request a copy of their own personal records by writing to the Practice Manager.  Results of special tests are sent to the patient by text At quieter times Reception can also check for the patient in person. | Action:  NFA | |  | **Date and Time of Next Meeting**  The next meeting will be on 6 February at 6pm in the Conference Room, Burton Latimer Medical Centre. | Action:  Members to confirm attendance when Agenda is issued | |
|  | There being no further business the meeting closed at 19:00 |
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Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Chair) Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_