## **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).

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1.	Apologies and Welcomes	Action:
_	Apologies were received from: Denise Mawby	A -4'
2.	Minutes of the last meeting The minutes of the meeting held on 21January 2019 had been previously	Action:
	circulated and were accepted as a correct record and signed by the Chair.	DC to post on the website
	The minutes to be posted onto the website and the Patient Participation	DC to print for display on
	Group Notice Board following the meeting.	PPG Notice Board
3.	Matters Arising.	Action:
	3.1 Lloyds Pharmacy; positive reports continue. Retain as standing item for	SE to advise HC on
	final review at next meeting.	comments from Lloyds.
	3.2 PPG promotional posters to be updated.	WN to meet DC
	3.3 Just a few more comments on local Facebook group.	NFA
	3.4 Patient Surveys – see later agenda item	NFA
4.	Patient Survey.	Action:
	HC confirmed the Practice commitment to produce another patient survey.	HC to develop draft
	Discussions confirmed that the last survey was paper-based in 2016. It was	questions
	agreed that an online and paper survey, likely based on Survey Monkey,	All to make suggestions
	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.	
5.	NAPP Bulletin	Action:
	DC circulated copies of the latest NAPP e-bulletin, drawing attention to the	All to review
	PPG Awareness Week 10-15 June 2019.	
	Volunteers to support this event & the next Diabetes Awareness event, 1-7	All
	April 2019 were requested.	
	Agenda item next meeting.	DC
	Circulate new NAPP password to members.	DC (action completed)
6.	NHS England Directive re OTC Medicines & Other Services	Action:
	HC presented the official posters advising the removal from approved	PPG to confirm to enquirers
	prescriptions of various OTC medicines and peripheral health related services	that this is a national NHS
	(some patient exemptions will apply) from April, coinciding with the increase in	change & not BLMC local!
	charge per prescription item to £9. Some limited adverse responses to staff	_
	are expected.	
7.	Practice Booklet	Action:
	Comments, suggestions ideas to DC.	All
	Agenda item next time	DC
8.	Date and Time of Next Meeting	Action:
	The next meeting will be on 20 May 2019 at 6pm in the Conference Room,	All
	Burton Latimer Medical Centre	
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There being no further business the meeting closed at 7pm							

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Signed	_ (Chair)	Date	