

**Minutes of PPG Meeting  
Bramingham Park Medical Centre  
Tuesday 19th April 2016 – 6.30 pm**

**Present**

Clare Briars - Practice Manager, Eddie Bermingham – Chairman, Angela Banks, Elaine Crimp, Jan Hendle, John Hendle, John Wright, Joyce Greener, Paul Aylott

**1. Apologies**

Caroline Dawson, Carole Beard, John Breen, Keith Halliwell.

**2. Minutes of last meeting**

The group had a general discussion on how things had not really moved on from the last meeting and that we were covering old ground going over the minutes from the last meeting. Clare vented her frustration on the situation and explained that Phoenix commitments had required her elsewhere and that the group really now needed to move forward and start achieving. Clare explained that an interim Operations Manager, Duncan Forde, has now been appointed in Nigel's absence and that now she has further support we should see an improvement.

**3. BPMC Website Update**

No changes have been made to the website since our last meeting. Clare has put forward a plan to check/update the website once a month. Although Clare has access to amend the website she is going to speak to the Directors of Phoenix to see if we can pay to have the website update professionally.

**4. Any Other Business**

Practice Leaflet

The Practice Leaflet is being updated as required, however the date had omitted to have been changed. Clare will ensure this is done and will be adding further information to the leaflet such as GP's qualifications and their hours worked.

Physio

Clare informed the group that the physio service is purely for private patients and there is no literature up in the waiting room to advertise the service as this is not something we would promote as a surgery.

### Prescriptions

Concerns were raised again regarding the prescription service. Naturally there have been some teething problems with the start of Electronic Prescribing System. Having said that it is a very good service so we will endeavour to push the chemists and our patients to sign up to it.

### Appointments

Concerns were raised regarding appointment availability for March/April. The GP's all had some annual leave over this period which naturally led to a shortage. Clare assured the group that locum cover had been sought but the availability simply wasn't there. Concerns were raised regarding the lack of GP's on site and as to whether we were running the surgery at a safe level.

Clare will also report back to the group on our contractual arrangements of cover that is required during the surgery opening hours of 8am – 8pm. We have to provide patient access for the duration, however this does not automatically mean we have to provide appointments.

The group also expressed their wish for emergency appointments to be available on a Saturday morning. Clare will have a discussion with Phoenix and the GP's to see if this is possible.

### Next Meeting

The next meeting is scheduled for Tuesday 12<sup>th</sup> July 2016 at 6.30 pm