

## **PPG Meeting**

**Tuesday 16<sup>th</sup> June 2015**

### **Present**

Nigel Sweeney – Practice Manager, PPG Members

Eddie Bermingham (chairman) , Jan Hendle, John Hendle, John Wright, John Breen Angela Banks ,Carole Beard, Joyce Greener, Paul Aylott Keith Halliwell

### **Apologies Elaine Crimp Caroline Dawson**

Meeting started at 6.30pm

### **Welcome:**

Nigel Sweeney introduced himself as the new manager at BPMC. He will be managing both BPMC and Kingsway Health Centre. He will be at the site every day but with reduced hours. Ambreen is the Practice Administrator and should be contact if Nigel is not present.

### **Previous Minutes- 24 March 2015.**

The minutes were reviewed by all present.

### **Pharmacy Repeat Ordering.**

This was explained by NS to the group. It is a Luton wide project to reduce wastage and empower patients to take charge of their own medication. BPMC was about six months behind the rest of Luton. The “letters” for the patients will be distributed by Luton CCG from the 17 June 2015. All patients that are deemed at Risk will still be able to order medication through the pharmacy. The practice has an at risk register.

### **Practice Website**

NS explained that this was on the list of to do and would be dealt with. The whole site needs a review.

NS discussed the changes to the on line system and that in the near future patients will be able to have access to their test results. Future developments include access to the medical record. At present patient do have access to the Summary Care Record, this is used to show present medications and allergies only.

### **Locum Doctors.**

NS explained that the practice has not required a locum for at least three months. All doctors at the practice are employed on a permanent basis. The practice now has stable GP providing a full service to all patients. The practice has also recruited a new nurse, part time to assist Michelle. Marie Parks starts on the 01<sup>st</sup> July. Working three days a week. This will also include phlebotomy.

**Patient Waiting Room**

Discussed development of the waiting room and changes to the lay out and information displayed. Of concern was the information screen, which requires a review.

**CQC Report:**

Discussed the CQC report. This will be made available to patients in the surgery.

**Physio Department:**

The NHS physio department at BPMC is closing as part of the review of services by the Community Services; it is highly unlikely that a service will return.

**PPG Contact**

NS agreed that those without access to email will have Minutes posted to them in future. Minutes of meeting will be dealt with by NS and distributed via email.

**General**

Members passed on thanks to Dr R Simpson.

**Date of Next Meeting:**

**15<sup>th</sup> September at 1830**

Meeting finished at 19.30