

**Bramingham Park Medical Centre**  
**Patient Participation Group Meeting**

**MINUTES**

**Tuesday 16<sup>th</sup> May 2017 at 18.30**

1. **Present** -:

N.Wrapson [Practice Manager]

E. Bermingham [chair], P. Aylott, Jack Wright, J. Greener, A Banks, E. Crimp, J. Breen.

2. **Apologies** -: C. Dawson, Jan Hendle, John Hendle, A. McLeod, E. Keeling, B. Patel, K. Halliwell, C. Beard.

3. **Matters Arising** -:

- Backlog – A big improvement with locum support and now manageable being reduced to around 100 letters.
- No increase in female GP hours at present.

4. **Appointments** -:

- NW – Patient newsletter out today mentioning appointments.
- Raised via PPG that patients are having to turn up before 07.30 to get an appointment on the day. ACTION NW
- A PPG member noted observing a perceived barrier at reception for patients trying to obtain appointments
- NW Reception staff were undergoing training and appraisals.
- As part of a 'pathway document' circulated by NW, reception to refer to nurses [Jane and Michelle] and/or a GP who would then evaluate the patients' needs. Stressed by PPG that patients should receive a phone call back.
- Concern expressed with female patients wanting to see a female GP especially with no current increase in female GP hours.

5. **Website** -:

- EB reported that all past minutes were now on website.
- General concern that website still needed to be fully updated and put PPG on the home page. NW website in a stage of development and the website would be updated regularly with good information for patients.

6. **Admin Backlog** -:

- NW was pleased to report that the backlog level now manageable with roughly 100 letters to process. There had been no major issues whilst the backlog was effectively being reduced to the current level and improved upon by the next meeting.
- PA expressed concern that minutes did not reflect the full discussions.

7. **Clinical Staff Information**:-

- GPs work in 4 hour sessions [3 hours for patients, 1 hour for admin]. If contracted GPs additionally work Saturdays then as part of their contract they can claim back time for Saturday hours during their Monday to Friday sessions.
- Current GP sessions as follows -: Dr Malik [9 sessions], Dr Pistaka [5 sessions], Dr Amini [Mon/Fri 4 sessions], Dr Saeed [Locum Thurs 2 sessions], Dr Surajit Mukherjee [Starts 1<sup>st</sup> July, 6 sessions]

8. **AOB** -:

- Repeat prescriptions can be ordered on line and collected from a named pharmacy
- EB - Practice Leaflet needed updating with the changes. **ACTION NW**
- Felt it useful for PPG to try and get together as a group to discuss issues on the agenda and come to a consensus.

**Date next meeting** -: Tuesday 19<sup>th</sup> September at 18.30