

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

**MINUTES**

**Tuesday 22<sup>nd</sup> November 2016 at 18,30**

1. **Present** -:

John Godleman [Area Manager] JG, Nick Wrapson [Practice Manager] NW.  
Eddie Bermingham, [chair] EB, Ann Beard, Joyce Greener, Angela Banks, John Wright,  
John Hendle, Janet Hendle, John Breen, Bharti Patel.

2. **Apologies** -: Caroline Dawson, Elaine Crimp, Paul Aylott, Keith Halliwell

John Godleman was welcomed to the meeting

**3. Clinical Staff Update** -: Doctors 1f/t, 2 p/t

- Under the practice contract – for every 1,000 patients 75 GP or nurse practice appointments per week. [3/4 GP ¼ nurse] plus 30 appointments practice nurse [1/4 HCA, 3/4 nurse]. This fulfils the current contract of the Practice Group.
- JG – To improve the situation at the practice since it was observed that doctors doing too much admin. Admin staff needed to take a lot of admin away from doctors. There would be a transition process with initial training 08/12/16. **ACTION NW**
- JG – Historically practice had too many clinical staff offering too many appointments. Michelle Willis, nurse practitioner can take ‘minor’ illness appointments. **Target for patients to be seen within 48 hours unless emergency. ACTION NW**

**4. Website** -: With changes in the Practice website needed urgent work.

- JG – Website needed to be built from scratch. PPG felt new website should be up and running for patients as a matter of urgency. **ACTION NW**

**5. Merger** – : Phoenix and Practice Group

- Communication process established - [1] NW, [2] JG. To liaise with EB.

- Ambreen had now been appointed the new assistant manager at the practice with congratulations from the meeting.

**6. Medication** –: B Patel fed back on current medication problems based on her experience working in a local pharmacy and dealing with practice prescriptions.

- Medication ordered/expected/needed not prescribed due to reviews Emergency supplies had to be given until patient review took place.
- If patients need medication quickly difficulty getting appointment with doctor for review/medicine
- There was a lack of contact from practice to collect prescriptions for those unable to collect themselves.
- NW Extra time for admin to go through prescriptions and medication reviews. This was now down from 850 to 300. **ACTION NW**
- Concern at having a 5 day wait for prescriptions instead of 2 working days. **ACTION NW**
- The electronic service for prescriptions. Doctors not familiar with processes and thus prescriptions were sitting at doctors instead of being clicked through to pharmacy. **ACTION NW**
- If Medication not prescribed to any patient then the surgery should notify patient e.g. if repeats stopped. **ACTION NW**
- JG – Prescriptions need to be a priority. A link should be created with Ambreen to sort out the prescription issues with B. Patel. The Practice Group had tried and tested procedures and improvements should be seen within 2 weeks of the December training day. **ACTION NW**
- NW – Practice has enough admin staff but they now need enhanced training to take admin off doctors. Each staff member to be given an area of responsibility. **ACTION NW**

**7. Appointments** -:

- EB - Fortnightly view online to book appointments [only 2 patient appointments over a 2 week period]. More appointments should also be available by phone with a balance between a.m. and p.m. **ACTION NW**
- JG – Mix of such appointments a constant dilemma especially in the winter months when demand was greatest.

**8. AOB** -:

- NW is likely to be present at the practice Monday and Wednesday.
- There was concern about feedback and letters from hospital
- JG – A medical administrator will be reviewing hospital letters, scan to system and sent to doctor. Staff training would bring improvements. **ACTION NW**

**9. Date Next Meeting** –: Tuesday 7<sup>th</sup> February 2017 at 18,30