

**Bramingham Park Medical Centre**  
**Practice Participation Group Meeting**  
**Minutes**  
**Wednesday 9<sup>th</sup> May 2018 at 18.30**

**1. Present** -: Amanda Small [Practice Manager], Ambreen Begum [Deputy Practice Manager], E. Bermingham [Chair], J. Greener, P. McLeod, A. Banks, C. Dawson, John Hendley, J. Breen

**2. Apologies** -: P. Aylott, Jan Hendle, Naomi.

Amanda welcomed all to the Practice for the PPG Meeting and explained the housekeeping rules

**3. Matters Arising from Minutes 23, 6<sup>th</sup> Feb, 2018**

- Minutes of previous meeting back to 22<sup>nd</sup> November 2016 now on website.
- Confirmed that there was still no backlog of admin work either coming in or out of the surgery.
- Amanda had emailed an open invite to come to the PPG meeting. Sadly there was no response.
- PPG looking at various times for their meetings to try to encourage the demographics of the surgery if patients can't make the evening meeting.
- All members were being updated of PPG involvement with the Practice by the Chair.
- Use of the video in reception as to how a GP Practice works was not feasible.
- PPG group to work with Practice to produce talk for patients on 'diabetes'.

**4. Eddie Bermingham PPG News** -: Along with John I met Amanda in February and March to discuss having the minutes reinstated and looking at topics for the planned medical talks to see a best fit for our patients. The minutes dating back to November 22<sup>nd</sup> 2016 have now been reinstated while we decided that diabetes topic best fitted our patient's needs. Details are being worked out with Amanda since it is quite a complex operation and we're looking towards June.

In early April we produced a newsletter which is now on the notice board and website. April 19<sup>th</sup> John and I met with Amanda for a Practice update.

We have produced a patient survey based on use of the internet and accessing the Practice website and would like to thank Amanda for producing the forms. This will take place week beginning 14<sup>th</sup> May, 2 mornings and one afternoon.

Following our PPG meeting there is a planned visit to meet with and listen in to the Barton Hills PPG meeting.

## **5. Practice News Amanda Small -:**

Amanda provided an update to all present on work carried out by the Practice recently.

**CQC Registered Manager-:** Each Practice is required to have a registered manager for CQC. Amanda has applied for this position and was due to have her interview today. However this has been postponed due to the inspector not being able to attend the Practice. Amanda will update the PPG as and when this is completed.

**Telephone Access -:** Amanda has been spending some time with the reception educating them about our phone system and how best to manage the calls appropriately. Over the last few months there has been a huge increase in the number of calls answered which evidences some great work by the reception team as shown in the data below.

**March 2018 percentage of calls answered = 71%**

**April 2018 percentage of calls answered = 87.17%**

We are hoping to have a new texting service installed shortly which has been funded by CCG. MJOG will allow patients to text back to the surgery, automatically cancel appointments within the clinical system if advised by the patient and assist with sending out health campaigns.

**Nursing Appointments -:** We have changed the way in which receptionists book appointments with the nurses. We now have an 'Appointment Template' which prompts messages to the receptionists such as who to book with, how long the appointment need to be for and any information which may be pertinent to the patient.

Nurse Jenny is increasing her skills and knowledge since joining the Practice in January and will soon be opening up her clinics for more appointment types. HCA Audrey is being supported through some training in order to see more patients for presentations such as dressings and ear syringes.

**GP Appointments -:** The GP appointments have been reviewed over the last few months and some issues noted as a number of inappropriate appointments booked [patient does not necessarily see a GP or could have been helped by a pharmacy instead] and the GPs completing considerable amounts of admin work. We now have a trained admin team member to complete a lot of the admin work which frees up the GPs to see more patients and provide advice to the reception team on the types of presentations that do not need to see a GP. It is important to educate the receptionists and the patients in how best to utilise services available rather than expecting to see a GP for everything.

We have now increased the number of telephone appointments and made some of these same day booking only.

We have moved some of our pre-bookable appointments from a Monday to a Friday in order to manage the demand on Monday morning.

We have also been working with the CCG and out of hours provider to allow 111 to book directly into the Practice appointment system [therefore if a patient is to call 111 and their presentation is appropriate to be seen by a GP that same day the 111 operative would be able to book them in directly rather than advising them to contact the surgery for an appointment].

**6. Appointments -:** Excludes items covered in 4/5 above

- Online – currently 10% of appointments. Currently can book online 4 weeks ahead but patients finding very few or no slots. Agreed to have appointments put online 2 weeks at a time once current online batch is complete.
- Question asked as to whether some triage nurse appointments could go online along with GPs. Amanda explained the difficulties in allowing nursing appointment booking online and the errors in appointments booked meaning patients don't always attend for the most appropriate person or appointment.
- Amanda confirmed that the Practice is not actually encouraging patients to attend the surgery first thing to obtain an appointment. However it is not possible to stop this happening.
- Medication reviews, looking at possible recall system near patient's birthdays. Recalls are essential for patients with chronic illnesses.
- Practice looking to have communication with patients via email and text messages. Working on having more patient emails and mobile numbers to greater facilitate this.

**7. AOB -:**

- The Luton CCG and NHS England have extended the contract for Bramingham Park Medical Centre to the Practice Group for an additional 2 years, taking the current contract up to November 2020.
- It was suggested that the receptionists may benefit from having headsets when working in reception rather than using handset continuously. Amanda confirmed she is in the process of obtaining quotes for these.

**Date next meeting -:** Wednesday 26<sup>th</sup> September