

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

**MINUTES**

**14<sup>th</sup> November 2017 at 18.30**

1. **Present** -:

N. Wrapson [Practice Manager]

E Bermingham [Chair], P. Aylott, C Dawson, J. Greener, A. Banks, John Hendle, J. Wright, J. Breen [minutes]

2. **Apologies** -: Jan Hendle, E. Keeling, A Beard, A. McLeod

3. **Matters Arising** -:

PA went through all matters arising from previous meeting

- Use of initials in minutes. JB and EB had looked at various PPG minutes from other practices. No set system nationally but members who wanted to have initials removed this would be done. Permission given to JB to remove initials on request. **ACTION JB**
- PPG now on Practice website home page.
- Two sets of minutes from 2016 not yet reinstated on website. Since last meeting remaining minutes removed for review. Point raised by JB that the PPG should have been officially informed. NW said the minutes would be reinstated shortly.
- Practice Group heading now at top of website home page.
- New glossy Practice leaflet updated and available in reception. Working times of clinicians needed to be added once clinical changes within the Practice had been resolved. **ACTION NW**
- Agreed by PPG the Practice Leaflet available in reception to be updated and produced every 2 months. **ACTION NW**
- PPG advised by NW that it would be unlikely for the PPG to have any input in the Practice website' All input to go through the Practice manager.
- It was unlikely that the website would be in house at BPMC.

#### **4. Staffing and Appointments**

- The PPG were pleased that the new Practice Manager Amanda Small would be appointed full time starting from the beginning of January.
- Nick Wrapson the Practice Manager would finally be leaving us at the end of December. Nick was thanked for his work at the BPMC and with the PPG.
- New GP appointed Dr Ahmed working Thursday and Friday.
- Female GP, Dr Shahina Dadahoy now helping out as a locum and filling shifts in as necessary.
- New nurse Jenny Craig, to replace Michelle Willis appointed. To start in January.
- Dr Pistaka had now left the Practice with best wishes from the PPG
- EB had in the past raised the issue of putting back 3 emergency Saturday appointments. It was accepted by the PPG that this was not possible.
- EB brought up possibility of booking some appointments p.m, not just a.m. NW system being reviewed and a p.m. scenario was being trialled. Also Patients who phone in a.m. and unable to obtain an on the day appointment will be contacted by office staff by phone from 17.00 if any vacancies arose. **ACTION NW**
- Some emergency appointments are kept back for duty GP for children and over 75s.
- PPG accepted that the practice of having a named GP for patients was currently no longer practical with the many GP changes..

#### **5. Administrative Backlog**

- NW confirmed Practice now up to date. NW explained the process that once a referral letter arrived this record would be transferred onto the patients record being dated on receipt and dated on scan to the record.
- Concern was still expressed by the PPG that there were still issues in putting patient referral information onto the system. NW would do a monthly audit of such records to ensure everything is up to date. **ACTION NW/JH**
- It was recognised by the PPG that the admin staff in their do a very difficult job and thanks were expressed.

## **6. AOB**

- Question whether the blood pressure machine for patients was now in reception. NW had requested the machine but unable to currently give a date. **ACTION NW**
- Issue raised about PPG organising health talks for all patients e.g. diabetes, back pain, depression as one of its responsibilities in liaison with the Practice. Looking for two events during the year, one towards March/April, then summer/autumn. PPG to send list of topics to EB for discussion with the Practice. **ACTION EB/Practice Manager**
- PPG newsletter for 2017 compiled by EB/JB forwarded to the Practice for review. **ACTION EB/JB**
- JB asked about using the Practice to publish copies for reception area and to laminate for notice board as well as place on website. NW gave permission. **ACTION NW/JB**
- Patient survey for 2017 had received praise from CQC. Annual PPG survey 2018 probably February. Format needed to be discussed with Practice. NW had a generic patient survey he would pass on to assist the PPG. **ACTION NW/JB**

**7. Date next meeting -: Tuesday 6<sup>th</sup> February 2018 at 18.30.**