

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

**MINUTES**

**Tuesday 19<sup>th</sup> September 2017 at 18.30**

1. **Present** -:

Nick Wrapson [Practice Manager]

Eddie Bermingham – [Chair], John Breen – [Minutes], Angela Banks, Paul Aylott, Joyce Greener, Elaine Keeling, Caroline Dawson, Jan Hendle, John Hendle.

2. **Apologies** – Elaine Crimp, Ann Beard, Bhati Patel, Pat McLeod, John Wright, Keith Halliwell

- EB welcomed Elaine Keeling to her first meeting.
- A member had raised the issue of not naming or initialling members who had made comments at past or future meetings. Decided to leave to members to inform JB to put in or remove.

3. **Matters arising** -:

- PA raised issue of PPG being on home page. This is an ongoing issue and PPG to liaise with NW as the website is updated. **ACTION NW**
- PA mentioned 2 sets of minutes from 2016 were missing off website. **ACTION NW/EB**
- JaH – Website should mention the Practice Group and information pertaining to it since there was currently no reference. This would happen with the new website. **ACTION NW**
- EB pointed out the importance of the Practice Leaflet and how essential it was for patients with no access to the website. NW accepted that the Practice Leaflet needed updating following clinical changes and this was in the process of being addressed quickly. **ACTION NW**
- NW suggested PPG email him re any useful proposed content for the website and Practice Leaflet. **ACTION PPG**

4. **Staffing and future developments at BPMC**

- Nurse Michelle Willis had moved out of the area. She will be covered by locum nurse Amy until a replacement is appointed.
- Dr. Piskata would be leaving at the end of November thus leaving BPMC without a female GP.
- NW informed the meeting that Dr. Piskata was not being currently replaced.

- PA had checked website and 72 appointments available to October 17th.
- It was mentioned that patients could only get appointments 2 weeks in the future if they take any appointment.
- NW discussed the demography of BPMC. The Patients were in general an ageing group some with complex medical needs. This required more GP time especially with winter approaching and could possibly put pressure on the appointment system..
- JB mentioned that patients requiring flu jabs were being placed on a waiting list of two weeks before being contacted.
- NW Practice Group Nurse Nicola Johnson lead nurse for surgery for Jane and Marie has a back office supervisory role when on site.
- NW – Likely to be a f/t Practice Manager appointed at BPMC. Warmly welcomed by the PPG.
- Some concern that the standard GP 10 minute slots may not long enough for some patients but this would not change. NW confirmed he would keep the status quo having reviewed the appointments structure.
- JH queried whether losing a GP would the contract with the NHS still be adhered to. NW assured the meeting that the contract was still being fulfilled.
- With pressure on appointments there was a query re the procedures for patients who 'did not attend' [DNA]. At present being monitored.
- NW – There is now a PPG notice board that needs erecting. This was welcomed by the PPG.

Date Next Meeting Tuesday 14<sup>th</sup> November 18.30