

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

**MINUTES**

**Tuesday 6<sup>th</sup> February 2018, 6:30pm**

**Welcome & Apologies**

Welcome by EB to the PPG and to Amanda Small, new Practice Manager and Jane Morton, Advanced Nurse Practitioner.

**Present:** E Bermingham [Chair], J. Breen, John Hendle, Jan Hendle, C. Dawson, P. Aylott, J. Wright, Amanda Small, Jane Morton

**Apologies:** A. Banks, J. Greener, A. McLeod

Amanda advised all of the housekeeping including access to facilities and fire evacuation information.

**Matters Arising from previous meeting:**

- Agreed that the use of initials in any minutes made available to the public would be optional for each person.
- Amanda has assisted in producing a newsletter for the PPG which has been submitted to the website and will be made available on the PPG board. The newsletter is visually appealing and we hope this will encourage patients to read it.
- Amanda has updated the practice leaflet and website to include all the relevant names of staff and information on usual working days. Amanda has agreed to update this as and when required to do so, usually when there is a change of staff member.
- Minutes of previous meetings are not yet reinstated on the website, however Amanda will be working with John and Eddie to produce these and reinstating once complete.
- It was mentioned that there is a difficulty in obtaining online appointments with the next available slot on the 21<sup>st</sup> March. Amanda has confirmed that the practice has protected slots for certain vulnerable patient groups. The appointment system will be continuously monitored to ensure the practice is providing the most suitable mix of appointments including online, same day and pre-bookable.
- Amanda has confirmed that there is no backlog of admin work either coming in or out of the surgery.
- The PPG are aware that the current group does not truly reflect the demographics of the surgery and would be keen to recruit new members. Amanda has suggested that our clinicians could nominate some patients they feel would be interested and represent the current demographics, this has been welcomed by the group.
- The group requested that the Chair keep members updated of any progress with issues and the opportunity to feed into discussions before they occur.

## **CQC Feedback**

Amanda shared and discussed the published CQC report from October with those members present. The practice is pleased to share that CQC have awarded a Good rating with the area of 'Responsiveness' requiring improvement.

The practice is in the process of carrying out a patient survey and hopes to have some actions and feedback in relation to this shortly.

The practice is also looking to work closely with the PPG to complete a patient survey in order to ascertain the needs of the patients and provide services accordingly where possible.

Please see attachment for further information on accessing the full report.

Amanda shared a short clip from a GP explaining some insider information on how a GP practice works. The group felt this clip was very informative and suggested showing in the waiting area if possible.

**ACTION – Amanda will see if possible to show on our display screen although may be limited to just visual slides rather than video.**

## **Dates for 2018 PPG Meetings:**

The following dates have been accepted for the year (which allows for 4 face to face meetings throughout the year avoiding peak times such as the summer and Christmas)

- Wednesday 9<sup>th</sup> May 2018
- Wednesday 26<sup>th</sup> September 2018
- Wednesday 28<sup>th</sup> November 2018 (TBC)

## **Any Other Business:**

### **Presentations:**

The group agreed that it would be great to organise a presentation on how to manage chronic diseases. Following discussions at today's meeting, the PPG and Amanda have agreed an illness such as Diabetes, Chronic Pain, Dementia or COPD would be suited to the practice population. These type of talks could be at the time of a PPG meeting or arranged as an additional event.

**ACTION – group to discuss further and decision to be made.**

## **Date of Next Meeting:**

Wednesday 9<sup>th</sup> May 2018, 6:30pm @ Bramingham Park Medical Centre

## **The full CQC summary report can be found here:**

<http://www.cqc.org.uk/location/1-1374041628>

## **For anyone wishing to view the clip as mentioned above please follow the link:**

<https://youtu.be/6j0vgugX69c>

**Or the written article here:** <https://drjongriffiths.wordpress.com/>