



## Bartholomew Medical Group Patient Participation Group (PPG)

**Meeting Monday 9th February– 6:00pm**

Present:	Dr L Wrightson (LW) Carol Hunt (CH) Denise Ewing David Wall (DWI) Roy Taylor (RT) Susan Diack (SD) Malcolm Corke (MC) Daphne Corke (DC) John Frost (JF)	GP Business Manager GMS Co-ordinator Patient Patient Patient Patient Patient Patient
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Apologies: Helen Fox  
Jonathan Pepper  
June Fletcher

Minutes	Action	By
<b>1. Welcome and introductions</b>  CH welcomed everyone to the meeting.		
<b>2. Apologies</b>  As above.		
<b>3. Agree minutes from last meeting</b>  The minutes of the previous meeting held on the 1 December 2014 were agreed as an accurate record apart from the suggestion by DWI to update the PPG page of the practice website. CH kindly accepted his offer to meet at their joint convenience to discuss this.		
<b>4. Matters arising</b>  <b>4.1. Meeting with landlord</b>  CH reported that discussions had taken place including the heating being switched off over the weekend causing the building to be cold on Mondays. MC pointed out that the drain next to the chemist was still blocked and rubbish at the side of the steps outside surgery could be a trip hazard. These were both to be reported.		

<p><b>4.2 Staff training undertaken and planned</b></p> <p>CH informed the group that staff training had taken place on confidentiality and Information Governance. The next protected time for learning (PTL) afternoon would be delivered by the same external trainer and deal with effective communication. LW explained that cover by out of hours (OOH) doctors is funded by the CCG on these afternoons when surgery is closed.</p> <p>JF suggested a telephone system is developed for patients to leave non urgent messages.</p> <p>CH reported that a new upgraded telephone system was to be installed when the current Kingston Communication became obsolete and that this may have different functionalities.</p> <p><b>4.3 Electronic pathology reporting</b></p> <p>The introduction of electronic requesting of blood requests as well as results and its benefits was discussed by CH.</p> <p><b>4.4 Terms of reference</b></p> <p>The group had looked at the PPG terms of reference as requested by HF at the last meeting. RT said they were adequate for the purpose. DWI considered clarification of aims and objectives were needed he had drawn up bullet points which he agreed to email to CH to be shared with the doctors.</p>		
<p><b>5. Recruitment</b></p> <p>CH explained that patient demand and practice attendance was being monitored and clinician skill mix and appointment availability reviewed. She discussed the importance of a knowledgeable nursing team to back up the GPs and that new Nurse Practitioners as well as Locum GPs were being recruited.</p>		
<p><b>6. Action Plan Suggestions</b></p> <p>It was agreed it was difficult as yet to identify trends from the Friends and Family test responses due to the limited responses. CH reminded the group that the DOH sends out a detailed patient satisfaction questionnaire as a National Survey rather than our practice one.</p> <p><b>6.1 Friends &amp; Family</b></p> <p>CH confirmed that we have to report on all response to the test, including a zero response, via the website. SD questioned how many patients would know that BMG had a website. The group agreed that the TV in reception should be used more to inform patients of such things as should the practice newsletter. Suggestion was made that each GP specialty should be publicised, however, DWI commented that this may be detrimental to persuading patients to see any rather than particular GPs.</p> <p><b>6.2 GP Patient Survey – three suggestions where the practice can improve</b></p> <p>The suggestions were:</p> <p>Improvements to the telephone system – including limiting early phone calls to appointments only.</p>		

<p>Skill Mix – employing more Nurse practitioners and Practice nurses with valuable skills to support the GPs in providing appointments.</p> <p>Parking – trying to limit the use of the practice car park by hospital patients.</p>		
<p><b>8. Any Other Business</b></p> <p>SD informed the group that a steering group of North Lincs and Goole Hospitals (NLAG) have set up training with NHS England and wondered if this idea could be used to generate interest and inform the public of the aims and purpose of PPG groups.</p> <p>RT stressed the importance of publicising non attendance (DNA) of appointments in reception and using texts and phone calls to try to limit this.</p>		
<p><b>9.Date &amp; time of next meeting</b></p> <p>Monday 11<sup>th</sup> May at 6:00pm</p>		