



## Bartholomew Medical Group Patient Participation Group (PPG)

**Meeting Monday 19<sup>th</sup> August – 6:00pm**

Present:	Dr A Taylor (AT)	GP
	Dr A Saxena (AS)	GP
	Helen Fox (HF)	Acting Assis. Practice Manager (Chair)
	Denise Ewing (DE)	GMS Coordinator
	Roy Taylor (RT)	Patient
	Susan Diack (SD)	Patient
	Mary Sarginson (MS)	Patient
	Malcolm Corke (MC)	Patient
	Daphne Corke (DC)	Patient
	Trevor Langton (TL'ton)	Patient
	Walter Wilson (WW)	Patient
	John Frost (JFr)	Patient
	David Wall (DW)	Patient
	Trudy Bradshaw (TB)	Patient
	Judy Wardrobe (JW)	Patient

Apologies: June Fletcher  
Eileen Dunford

Minutes	Action	Action By
<b>1. Welcome and Introductions</b>  HF welcomed everyone to the meeting. There were no new representatives.		
<b>2. Agree Minutes from Last Meeting</b>  The minutes of the previous meeting held on the 4 <sup>th</sup> June 2013 were agreed as an accurate record.		
<b>3. Update on Matters Arising</b> <ul style="list-style-type: none"> <li>HF informed the group that the TV was now working and back on the wall in reception. IT will address the issue with the sound and HF will then look into updating relevant health and general information.</li> <li>HF informed the group that the posters and leaflets advertising the Scunthorpe Hospital bus service were now displayed in</li> </ul>		

<p>reception. SD told the group she had personally used the service which is excellent.</p> <ul style="list-style-type: none"> <li>• HF explained that the practice booklet has gone to print and the website is now being updated with the leaflet information.</li> <li>• HF confirmed that the system for ordering repeat prescriptions, called 'Electronic Prescribing' has now been launched. Pharmacies are now asking patients on regular repeats currently ordered through them, to sign paperwork to authorise this to be completed electronically rather than in paper format. SD commented that her husband has used the service with no complaints. HF clarified to JFr who has been unable to use the system, that if any one item on a patients repeat list is non ETP2 compliant then none of the items can be transferred in this way and paper copies need to be continued.</li> </ul>		
<p><b>4. Patient Survey</b></p> <ul style="list-style-type: none"> <li>• HF gave an update on the amended questions for the next patient survey and made a draft copy available for the members to inspect. As it was previously agreed that comparability is key, only minor alterations had been made (e.g. removal of the answer 'don't know') with much of this survey being left similar to the previous two. DW felt that question 5, with regards to awareness of our Extended Hours Service, needed clarification so as not to discriminate. He further expressed his dissatisfaction with the use of the words 'eligible patients' rather than 'all patients' on our promotion of the availability of this service. HF explained that the practice encourages patients who can attend within normal opening hours to leave the extra appointments for those unable to do so. It was agreed that the extended hours times would be printed on the survey and the question regarding availability of these appointments should be worded 'for patients who find it difficult to attend in normal opening hours'. Discussion was made regarding the Branch Surgery and extended hours, AT explained that this service would only be provided at the Health Centre site but would be available to patients in all our catchment areas.</li> <li>• After all members agreed the format of the survey RT suggested we should run it mid to late September and in to October to allow time for printing etc. RT, MS, DC and JW kindly agreed to give up some of their time to assist handing out the questionnaires over the 4-5 week period. HF agreed to investigate the possibility of making the survey available to patients online (probably for next time). TLton kindly offered assistance in collating the results which will hopefully speed up the publishing process.</li> </ul>		

<p><b>5. Any Other Business</b></p> <ul style="list-style-type: none"> <li>• HF announced Dr Marston, a new GPR, has now joined the practice.</li> <li>• Discussion took place concerning the increase in our practice list size since Montague practice closed their list. AS and HF reassured the members that this was within our capacity.</li> <li>• HF announced that a Saturday flu clinic would be held on 5<sup>th</sup> Oct where we anticipate 800 patients will be vaccinated. DW asked how we publicise the flu campaign. HF informed the group that an advertisement will be place in the local paper, posters and leaflets are displayed in the surgery and information entered on the JX box. DE further clarified that although invite letters are not sent to patients, telephone calls are still made to 'at risk' patients who fail to make appointments.</li> <li>• HF informed the group of 3 immunisation campaigns currently in progress:             <ol style="list-style-type: none"> <li>1) Shingles available for 70 and 79 year olds which will later be rolled out to all the ages in-between.</li> <li>2) Pertussis for all pregnant women over 28 weeks.</li> <li>3) An MMR catch up scheme for patients without full immunity.</li> </ol> </li> <li>• JW asked for clarification regarding our Practice manager vacancy. AS confirmed that recruitment is currently taking place and that meanwhile HF is Acting Practice Manager with the help of Ruth Long (locum PM) 2 days a week.</li> <li>• JW asked if BMG was represented at the recent CCG meeting at the Courtyard, HF confirmed that RT attended on our behalf and all relevant information was exchanged.</li> <li>• SD asked if a GP would be present in MIU at GDH. AS explained that this would remain an out of hours service and not affect surgery hours.</li> <li>• MC enquired if the surgery was aware that the MOH recommends that patients over 65 have a designated GP. AS said that the practice has no plans to introduce this.</li> <li>• RT and JFr raised the issue that the increases to car parking charges at GDH could impact on the usage of our patient car park inappropriately. It was agreed that whilst every effort is made to change exit codes etc, it is difficult to police the system.</li> </ul>		
<p><b>6. Date &amp; Time of Next Meeting</b></p> <p>It was agreed to provisionally set the date of the next meeting for 6pm on 11<sup>th</sup> November.</p>		