



## Bartholomew Medical Group Patient Participation Group (PPG)

Meeting Monday 21<sup>st</sup> Jan 2013 – 6:00pm

Present:	Dr N Ahmed (NA)	GP
	Dr R Singh (RS)	GP
	Helen Fox (HF)	Assistant Practice Manager (Chair)
	Denise Ewing (DE)	GMS Co-ordinator
	Roy Taylor (RT)	Patient
	Susan Diack (SD)	Patient
	Tracy Thornton (TT)	Patient
	June Fletcher (JF)	Patient
	Mary Sarginson (MS)	Patient
	Malcolm Corke (MC)	Patient
	Daphne Corke (DC)	Patient
	Trevor Langton (TL'ton)	Patient
	Judy Wardrobe (JW)	Patient
	David Wall (DW)	Patient
Apologies:	Jack Ewing	Patient
	Trudy Bradshaw (TB)	Patient
	Mavis Vines (MV)	Patient
	Eileen Dunford (ED)	Patient
	Tom Lamb (TL)	Patient

Minutes	Action	Action By
<b>1. Welcome and Introductions</b>  HF welcomed everyone to the meeting. Members introduced themselves as there was a new representative. HF explained that the GPs would attend in rotation therefore RS was present with NA.		
<b>2. Agree Minutes from Last Meeting</b>  The minutes of the previous meeting held on the 24th September 2012 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 'go-ahead' had been given to purchase a new waiting room TV.</li> <li>HF confirmed that 1 second had been added to the time display on the Jayex board. RT agreed that this was an improvement for patients waiting.</li> </ul>		

<ul style="list-style-type: none"> <li>• HF informed the group that a part time salaried GP has recently been appointed which together with the 2 GP registrars working at the Practice has generated substantially more appointments. NA explained the role of the GP registrars as qualified doctors in the 3<sup>rd</sup> year of GP training and that BMG is a training practice. Demands on appointments were re-discussed including the problem of patient preference in GP and MC pointed out that although continuity may be needed in chronic illness it is unnecessary in acute ailments. RS stated that should a GP wish to see their patient for an ongoing concern they have the means to re-appoint.</li> <li>• HF asked for a volunteer from the PPG to join a sub committee to specifically discuss appointment issues. RT DW and MS all expressed interest.</li> <li>• There was an update on the minor illness Pharmacy Link service. JW was unaware of it and HF explained this about our existing leaflets and posters as this was not a new scheme. RT suggested using the television screens in reception to inform and educate patients on such Practice issues.</li> <li>• There was brief discussion of whether the Patient Survey was a true measure of patient satisfaction and JW suggested a re survey with amendment to questions. HF confirmed that this would take place in the future.</li> </ul>		
<p><b>4. Progress on the Next Newsletter</b></p> <p>A draft copy of the next practice newsletter was passed around and discussed which contained issues agreed at the last meeting including:-</p> <ul style="list-style-type: none"> <li>• Clarification of eligibility for Extended Hours appointments and further explanation of pre-bookable appointments including number and availability.</li> <li>• DNA figures, both within the Practice and Secondary Care to give patients an appreciation its effects.</li> <li>• Success of this years practice flu campaign and reminder for 2013/14</li> <li>• The PPG was mentioned to hopefully attract more interest and promote a more diverse membership.</li> <li>• The first in the ‘A Day in the Life of’</li> </ul>		

<p>introducing staff members in rotation to describe their roles in the Practice. Hopefully this will assist patients to better understand outside commitments and limited availability of certain GPs.</p> <p>All agreed the newsletter layout was attractive and colourful. RT suggested that a 'handy tip' section might be added to include information on the SGH Park &amp; Ride service.</p>		
<p><b>5. Any Other Business</b></p> <ul style="list-style-type: none"> <li>• The importance of maintaining services at GDH was raised. NA confirmed our support via Choose &amp; Book etc. RT pointed out that our PPG has 2 hospital governors present who are willing to raise any issues for us.</li> <li>• JF queried the need for patients to attend medication reviews, RS explained their importance.</li> <li>• TL'ton raised the issue of unnecessary duplication of blood tests for diabetics attending both surgery and hospital appointments. RS confirmed the practice is able to provide copies where requested.</li> <li>• DW asked for clarification of the PPG terms of reference explaining to SD about the National website. He requested details regarding BMG capacity, patient capitation v GP provision etc and pointed out some entries on the practice website were out of date. HF will provide updated information at the next meeting.</li> </ul> <p>The meeting closed at 7:15pm</p>		
<p><b>8. Date &amp; Time of Next Meeting</b></p> <p>It was agreed to announce the date of the next meeting shortly.</p>		