



Bartholomew Medical Group Patient Participation Group (PPG)

Meeting Monday 24 September 2012 – 6:00pm

Present:

Dr N Ahmed (NA)	GP
Dr F Thornton (FT)	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

Apologies:

Jack Ewing	Patient
Trevor Langton (TL'ton)	Patient
Judy Wardrobe (JW)	Patient
Trudy Bradshaw (TB)	Patient
Mavis Vines (MV)	Patient
Eileen Dunford (ED)	Patient
Tom Lamb (TL)	Patient

Minutes	Action	Action By
1. Welcome and Introductions HF welcomed everyone to the meeting. Members introduced themselves as there were two new representatives. HF explained that the GPs would attend in rotation therefore FT was present with NA.		
2. Agree Minutes from Last Meeting The minutes of the previous meeting held on the 14 th May 2012 were agreed as an accurate record.		
3. Review of Patient Survey <ul style="list-style-type: none"> HF pointed out that there had been slightly fewer responses to the patient survey than last time. Also all agreed that the number of 'don't know' replies to certain questions had negatively affected the survey as an accurate measurement tool. SD observed that again the main complaint was the booking of appointments at 8 o'clock 'on the day'. FT commented that this might suggest some reconsideration of the appointment system in general 		

<p>may be appropriate.</p> <ul style="list-style-type: none"> • Demands on appointments were discussed including chronic illness, medical certificates, minor operations etc in addition to emergencies. NA pointed out that patients attending with a minor illness could be redirected to more appropriate services including Pharmacy Link. SD suggested that we might consider using the television screens in reception to inform and educate patients on such Practice issues. • FT informed the group that more appointments are to be generated, as another GP has recently been appointed and we also have two GP registrars working at the Practice. 		
<p>4. Progress on the Next Newsletter</p> <p>Items to be included in the next newsletter were discussed. These included:-</p> <ul style="list-style-type: none"> • Clarification of eligibility for Extended Hours appointments. MS commented that although this service is not available in the Branch Surgery, some Old Goole patients are unaware they can attend the Health Centre. • Further explanation of pre-bookable appointments including number and availability of the same. • ‘A Day in the Life of’ introducing staff members in rotation to describe their roles in the Practice. HF suggested FT be first to assist patients to better understand his outside commitments and limited availability. • Publicise DNA figures, both within the Practice and Secondary Care to give patients an appreciation of the effects. • Publicise the PPG to attract more interest and in particular try to promote a more diverse membership to better represent the Practice population. • Publicise the 2012 Flu Campaign starting 1/10/12, including eligibility of patients, availability of appointments etc. (Only if completed within the campaign period.) • Inform of registration with the Practice (Pooled List), rather than a specific GP, to encourage patients to see any available GP or relevant clinician rather than ‘their own’ GP. • Publicise new PCT Obesity Initiatives for children (FT’s suggestion). <p>Mention was also made of possibly making the newsletter available in different languages.</p>		

5. Any Other Business

MC enquired if the the display time for the Jayex board could be increased. HF confirmed that, as discussed at an earlier meeting, this had been extended by 2 seconds to avoid the problem with overlap of clinicians. RT suggested a further one second.

The meeting closed at 7:15pm

8. Date & Time of Next Meeting

It was agreed to hold the next meeting at **6:00pm on Monday 21 st January, 2013.**