

Patient Participation Group

Meeting Date: 13th April 2017

Time: 1300-1400

Attendance: Dr Adnan Tariq – GP (AT), Diane Murray (DM), Raziya Jennings (RJ), Lily Langwade (LL), Mary Telford (MT), Sarfraz Khan (SK), Christine Luckey (CL)

Apologies received: Julie Trigg - Operations Manager (JT), Rachel Burke (RB), Jayne Rootham (JR), Ann Pollack (AP), Bridget Holland (BH), Lesley Barlow (LB), Laurie Cornish (LC), Brigid Baker (BB), Sally Weston (SW), Carol Abell (CA), Malcolm Pollack (MP), Tony King (TK), Richard Poynter (RP), Linda Harris (LH)

Agenda Item	Minutes
Review of previous meeting minutes	No issues from previous months minutes.
Farewells and resignations	PPG wanted to acknowledge and thank Brigid Baker, Malcolm Pollack and Ann Pollack for their commitment and help in the PPG and to BMC. All 3 have decided not to attend further meetings due to other commitments.
BMC current situation and services update	<p>AT updated on current BMC position in regards to prescription scripts, telephones and new services. No issues raised from PPG.</p> <p>AT discussed coffee mornings held in BMC first Wednesday of every month and proving to be very successful with patients. PPG members have attended and reflected positively on this.</p> <p>AT also discussed charity events and explained BMC Charity Group raised £125 for Comic Relief and continues to raise money for charities.</p> <p>MT asked for more info on GPN Hub. AT explained GPN now basing Hub from BMC site. The appointments are pre-bookable but also appointments triaged from 111 and A+E. Surgery hosting GPN Hub on evenings and weekends but no walk in appointments available after 1830 or on weekends. These appointments are pre-booked only by patients' own surgery/practice.</p> <p>CL requested phone opening times. AT explained phone lines open 0800 to 1830 daily.</p>
BMC Misuse/inappropriate use of facilities	To be bought back in future PPG agenda.
Feedback from Peterborough PPG	To be bought back in future PPG agenda.
NEW BMC website	<p>DM Business Secretary attended meeting and kindly revealed new BMC website. This was influenced with PPG help. www.boroughburymedicalcentre.co.uk</p> <p>DM requested feedback from PPG. PPG happy with new layout. Members will feedback to DM regarding practicality.</p>

Surgery POD	<p>DM discussed surgery POD with PPG.</p> <p>Surgery POD is an electrical device which allows for BMC patients to have their Blood Pressure, pulse and weight checked. This information is then fed into SystmOne which is the notes software used by BMC.</p> <p>PPG given positive feedback and acceptance of this new project, as patients then will not need to book appointments for this.</p> <p>MT reflected Bourne patients already using this in their practice and happy BMC bringing to patients here.</p>
Parking Eye	<p>DM discussed the car park and the introduction of PARKING EYE.</p> <p>PARKING EYE is a private company who will monitor the car park so it is used by patients only who are attending their appointment on that day. People using the car park without an appointment will be issued a fine, which PARKING EYE enforces and follows up.</p> <p>Questions raised by PPG members in regards to how this will run. PPG questions answered by DM and PPG members left happy that this is a good idea that they support BMC with.</p> <p>CL also highlighted signs to be well displayed to ensure the majority of patients using the car park appropriately are well informed.</p> <p>Once PARKING EYE in place a code for the barrier will no longer be required.</p>
Any other business	<p>MT raised Evening Telegraph ranking of GP practices in Peterborough. BMC rated 19. This was based on feedback sent to NHS Choices hence the low rating. Also the score was based on 38 patient reviews when BMC has over 25000 patients.</p> <p>AT advised all patients to feedback to NHS Choices. This will give true reflection of how patients perceive the practice and encouraged the feedback.</p> <p>PPG members will also encourage patients to feedback to NHS Choices to allow BMC rating to be truly reflected as the excellent medical center it is.</p>
Summary and close	<p>AT thanked all for attending. Next meeting 5th May 2017.</p>