

## Patient Participation Group

Meeting Date: 6<sup>th</sup> July 2017

Time: 1300-1400

**Attendance:** Dr Adnan Tariq – GP (AT), Raziya Jennings (RJ), Christine Luckey (CL), Carl White (CaW), Carol Abell (CA), Sally Weston (SW), Tony King (TK)

**Apologies received:** Julie Trigg - Operations Manager (JT), Lesley Barlow (LB), Richard Poynter (RP), Mary Telford (MT), Lily Langwade (LL), Sarfraz Khan (SK), Laurie Cornish (LC), Linda Harris (LH)

<b>Agenda Item</b>	<b>Minutes</b>
Review of previous meeting minutes	SW highlighted she did send apologies to last months meeting. AT apologized as error on his behalf. Minutes were otherwise factually correct.
BMC current situation and services update	AT updated on current BMC position in regards to prescription scripts, telephones and new services.  AT updated on behalf of LH that bid will be proposed to Harry Cureton Fund for Ear Microsuction equipment. Bid submission end of July with results available August/September. CaW discussed prescription issue noted with pharmacy dispensing half the medication. AT advised would need more information if individual case. However AT did explain lots of different reasons to this e.g. GP reduced prescription quantity due to patient safety concerns or pharmacy not dispensed correct quantity. AT advised individual case would need reviewing.
Patient Partner	AT discussed BMC looking to trial <b>Patient Partner</b> . <b>Patient Partner</b> is a PC based solution. It connects to the practices telephone system and integrates with the electronic appointment book, operating in 'real time'. This will allow patients to book appointments via an automated telephone system but still have the option to talk to a receptionist if needed. Patients could also potentially book appointments when the practice is closed on weekday evenings and weekends for the next available appointment or to see the nurse or GP of their choice.  PPG agreed the concept sounds good and worth trialing. PPG members would like to trial Patient Partner and AT will email patients wanting to try it with a demo number to ring and try the service on a demo account.
Healthwatch 11 <sup>th</sup> July 2017	AT highlighted upcoming <b>Health Watch inspection</b> and BMC PPG representing members already emailed and aware of inspection. PPG informed of visit and PPG member RJ kindly volunteered to be present on day to talk to Health Watch if needed.
Health M8 BP promotion	Health M8 BP machine discussed. PPG members happy with ease of use. RJ +

	SW highlighted process of blood pressure tickets being taken to admin2 and being actioned working as per the examples they highlighted. This is a good reflection of the BMC process of BP being checked and follows-up being arranged appropriately for abnormal Blood Pressures (BP). PPG happy with process of detecting abnormal blood pressures from health M8 and happy to help promote its use to all patients whether they have blood pressure diagnosis or not.
Specialist Fertility Treatment Consultation	CA highlighted <b><u>IVF consultation</u></b> occurring via the CCG. CCG proposal discussed and CA highlighted upcoming public meetings to discuss the proposal on 10 <sup>th</sup> July @ The Fleet in Stanground.
Car park, premises littering	To bring back to next meeting.
Any other business	No issues raised.
Summary and close	AT thanked all for attending. Next meeting <b><u>MONDAY 7<sup>th</sup> AUGUST 2017.</u></b>