

Patient Participation Group

Meeting Date: 5th May 2017

Time: 1300-1400

Attendance: Dr Adnan Tariq – GP (AT), Raziya Jennings (RJ), Mary Telford (MT), Sarfraz Khan (SK), Christine Luckey (CL), Carl White (CaL), Bridget Holland (BH), Lesley Barlow (LB), Laurie Cornish (LC), Sally Weston (SW), Carol Abell (CA), Tony King (TK), Richard Poynter (RP), Linda Harris (LH)

Apologies received: Julie Trigg - Operations Manager (JT), Rachel Burke (RB), Jayne Rootham (JR), Lily Langwade (LL)

Agenda Item	Minutes
Review of previous meeting minutes	No issues from previous months minutes.
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 explained elevator out of action due to fault in testing by insurers. This is being resolved soon.</p> <p>RP raised issue on toilets out of order. PPG members highlighted when toilet out of action, not aware where to go. AT looked at possible solution of signs/colour coding lines to direct patients to waiting rooms and toilets etc. To be looked into.</p>
Results Line	<p>RP enquired about results procedure once investigations ordered by clinician.</p> <p>AT explained results for investigation go to requesting clinician. If tests done by hospital clinician then these results go to them and not always the GP so patients would need to check with hospital clinic on these results. The clinic contact numbers are on the right hand side of the letter the patient receives once seen by the specialist/clinic in hospital.</p> <p>AT explained if tests orders by BMC clinician then these results come to clinician. The BMC clinician then files the results with appropriate action. Some results are phoned directly to the patients by the GP, some are set up for phone backs to discuss further via reception team, some are given instructions passed on via admin team and some results are filed with no further action. IF abnormal a further task is made.</p> <p>Results can be obtained by patients by ringing 01733 907820. This is open 1200-1700 Monday to Friday. The Admin team will discuss the results with</p>

	<p>the patient but will only be able to state what the GP has written for them to say. Unfortunately they will not be able to give you individual results breakdown but will be able to tell you if the GP has stated the results are normal/satisfactory/abnormal/abnormal but expected. Most GPs will have discussed a plan with the patient when setting up the investigations on what the next steps would be.</p> <p>IF patients are unsure what their results mean or need more detail Admin team can arrange telephone callbacks from the GP to the patient normally within the same week.</p>
BMC Misuse/inappropriate use of facilities	<p>AT raised issue that toilets getting blocked and drug use in toilets hence 'out of order' signs on toilets. AT explained toilets use is for patients only but accepts some people using the toilet are not registered at BMC but currently struggling to police toilets.</p> <p>AT explained it is an individual's choice to use drugs but ideally should not be in a public area or private facility like BMC. AT explained children also use toilets and out of order signs put in place as soon as toilets found to have been used in appropriately so can be cleaned and fixed before put back to use. AT asked PPG for solutions or ideas to help with this issue.</p> <p>BH raised idea of offering safe place for drug use. AT agreed good option but BMC not funded to offer this and financially could not support this as well as manage it.</p> <p>AT advised yellow sharp bins also raised as an idea in partnership in toilets but worried this may promote behavior of use in toilets.</p> <p>CA kindly volunteered to discuss with ASPIRE/CGL in regards to potential actions to manage the situation. BH will also discuss with charity organisations to look for ideas.</p>
Feedback from Peterborough PPG	To be bought back in future PPG agenda. LH will discuss with PPG members if cannot attend meeting to allow other members to attend and feedback.
NEW BMC website feedback	<p>New website developed for BMC</p> <p>www.boroughburymedicalcentre.co.uk</p> <p>MT and CL fed back to PPG they have used website and positive feedback on practicality and ease of use of website.</p>
Surgery POD/Parking Eye	<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 SystemOne, which is the note keeping software used by BMC.</p> <p>PPG gave positive feedback and acceptance of this new project, as patients then will not need to book appointments for simple BP checks.</p> <p>PPG will trial POD and feedback on use.</p> <p>Parking Eye idea discussed by AT to PPG. PPG supportive of Parking Eye implementation. PPG unanimously voted to accept BMC Boards plan to implement Parking Eye in car park.</p>
New equipment fundraising	AT discussed if PPG would support and help with application for funding of equipment for theatre/minor surgery use. LH will help BMC apply for funding for ear microscope to be used for ear micro suctioning.
Any other business	<p>LC raised issue of a pharmacy not dispensing medication on time. AT explained this would need to be raised with the pharmacy itself.</p> <p>PPG discussed prescriptions, the process and also what happens to prescriptions once left the practice.</p>
Summary and close	AT thanked all for attending. Next meeting 5 th June 2017.