

Patient Participation Group

Meeting Date: 30th May 2018

Time: 1300-1400

Attendance: Dr Adnan Tariq – GP (AT), Raziya Jennings (RJ), Linda Harris (LH), Mary Telford (MT), Lily Langwade (LL), Christine Luckey (CL)

Apologies received: Laurie Cornish (LC), Sally Weston (SW), Tony King (TK), Richard Poynter (RP), Carol Abell (CA), Sarfraz Khan (SK), Tony Lambert (TL), Julie Trigg (JT), Lesley Barlow (LB)

Agenda Item	Minutes
Review of previous meeting minutes	Minutes of the April meeting were agreed to be factually correct. Action log updated to reflect TL has kindly sourced a quote from gardener. BMC to take further action as needed.
BMC current situation and services update	AT updated on the current BMC position in regards to services. AT discussed new members to BMC family including Harriet in Patient Services and Fay in Nursing Team. PPG welcomed new staff members to BMC.
BMC Structure	A flow chart showing the BMC structure was brought to the meeting. PPG agree with BMC structure and complimented on layout and organisation.
Online appointments and repeat prescriptions	AT discussed SystmOnline App and functions to not only view records but to also ORDER REPEAT PRESCRIPTIONS and BOOK APPOINTMENTS . Online appointments and availability discussed. There was noted an error in booking but these incidents appear rare and linked to SystmOne and are fed back to the company who produce the product. It also appears when patients book appointment at same time the System will book the first person but sometimes confirm for both people. AT advised if any further online booking problems to feed back to PPG. Repeat prescriptions and the change in ordering direct from BMC discussed. AT explained some pharmacies asking patients to do this without BMC knowledge. This has also occurred before BMC has rolled this out to include their pharmacy. This has led to some confusion. AT confirmed BMC aim to ensure all patients booking repeat prescriptions via BMC direct by end of year. This is a NHS directed move and BMC working with Cambs and Peterborough CCG to implement this as a trial. Roll out is being done by contacting patients linked to pharmacies one at a time but some pharmacies are telling patients before BMC has included them.
Any other business	PPG members discussed building presentation. AT explained this was discussed in practice as well and PPG members wanting more visibility of building. AT explained BMC plan to remove hedges with council approval and then plans for more visible signage. PPG agree with plan.
Summary and close	AT thanked all for attending.

Next meeting **Monday 16th July 2018.**

ACTION LOG

Action	PPG Member	Due date
LH agreed to proof read meeting minutes and distribute to update PPG members list	LH	July 2018
Quotes for BMC Hedge removal	TL	COMPLETED