

Patient Participation Group

Meeting Date: 2nd November 2017

Time: 1300-1400

Attendance: Dr Adnan Tariq – GP (AT), Raziya Jennings (RJ), Sarfraz Khan (SK), Lily Langwade (LL), Carol Abell (CA), Tony King (TK), Carl White (CaW), Mary Telford (MT), Christine Luckey (CL), Sally Wston (SW), Jane Stevenson (JS), Grazi Ciniero (GC)

Apologies received: Julie Trigg - Operations Manager (JT), , Laurie Cornish (LC), Lesley Barlow (LB), Linda Harris (LH), Richard Poynter (RP), Brigid Baker (BB), Kevin Baker (KB)

Agenda Item	Minutes
Review of previous meeting minutes	Minutes of October meeting were agreed to be factually correct.
BMC current situation and services update Patient Partner LIVE Health Monitor New Team members	<p>AT updated on current BMC position in regards to prescription scripts, telephones and new services.</p> <p>AT explained new telephone comms being disseminated to highlight numbers to contact for appointments, results, scripts etc. This is to ensure patients are more aware of how to use the GP service and what times. PPG support the comms.</p> <p>AT explained Harry Cureton Fund had granted monies for ENT microsuction equipment. AT thanked PPG for their support and especially Linda Harris for her help in completing and submitting the bid.</p> <p>AT discussed new move in departments in BMC. Patients Services (formerly reception team) will be moving from the back office to upstairs with Medicines Management team coming downstairs. Front desk reception will not be changed. This move will allow more prescription queries to be dealt with quicker to allow a better patient experience.</p> <p>AT discussed Breast Cancer Fundraiser, which raised £123. PPG congratulated BMC on successful fundraiser and members would like to support BMC on next fundraiser which will be for Children in Need.</p> <p>AT highlighted new community groups liaison Catherine Smithson has set up some group meetings to encourage patients of different groups to come to BMC to improve patient care and bring the community together. The current groups proposed to undertake are as follows:- 1) Mum and Baby Group- second Friday of the month 11-12.30 2) Carers' Group- third Friday of the month 11-12.30 3) Healthy Minds group- fourth Friday of the month 11-12.30</p>

<p><u>Dementia Support Clinics</u></p>	<p>Jane and Grazi from Alzheimer's Society based at the Dementia Resource Centre, Millfield, Peterborough attended meeting to discuss new dementia support clinics to be run from BMC.</p> <p>Patients with dementia as well carers for patients with dementia will have access to this service. The service provides support to patients with dementia and their carer for example in shopping and care needs, social care advice, financial advice, will writing support, information on Lasting Power of Attorney etc. They offer a wide variety of services and can direct to other services too. Patients or their carer can book into this clinic via the Patient Services team at front reception or by discussion with their GP who can direct them to the service should they deem it appropriate for them.</p> <p>Patients will need to have a diagnosis of Dementia to access this service.</p> <p>The 1st clinic is on Wednesday 15th November and is an open clinic from 10am to 12pm. Following this the clinics have to be booked into and will run on Wednesday 29th November, Wednesday 6th December 2017 and Wednesday 10th January 2018 between 10am and 12pm.</p> <p>PPG were given the opportunity to discuss Dementia and the new service being set up. PPG supportive of plan to have clinics in to trial how the uptake is with patients and how useful patients will find them.</p> <p>PPG thanked Jane and Grazi for a very informative discussion.</p>
<p>Any other business</p>	<p>No other issues raised</p>
<p>Summary and close</p>	<p>AT thanked all for attending. Next meeting Monday 11th December 2017.</p>