

Patient Participation Group

Meeting Date: 6th October 2017

Time: 1300-1400

Attendance: Dr Adnan Tariq – GP (AT), Raziya Jennings (RJ), Sarfraz Khan (SK), Linda Harris (LH), Richard Poynter (RP), Lily Langwade (LL), Carol Abell (CA), Tony King (TK), Brigid Baker (BB), Kevin Baker (KB)

Apologies received: Julie Trigg - Operations Manager (JT), Sally Weston (SW), Laurie Cornish (LC), Christine Luckey (CL), Lesley Barlow (LB), Carl White (CaW), Mary Telford (MT)

Agenda Item	Minutes
Review of previous meeting minutes	Minutes of September 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 updated PPG on staff changes in reception with new staff starting.</p> <p>AT explained Patient Partner now LIVE and operating well. It allows patient to book pre-bookable appointments with a variety of medical staff as well as allowing patients to order their repeat prescriptions.</p> <p>AT also advised Health Monitor in Main Reception waiting area is now fully functional and linking to patient's notes. This means BP, weight and height automatically added to patient's medical notes and can save time during the appointment as well as being used for ongoing monitoring.</p> <p>AT discussed new team members in clinical staff and welcomed Paul and Steve our newly appointed Paramedic Practitioners who will be working alongside the duty doctors oncall. AT explained in the last week there has been much change to the access model for patients and this should enable more patients to have their queries dealt with or seen to by a clinician.</p>
FLU CLINIC – update	<p>AT thanked PPG group on behalf of BMC for their help on the flu clinic days. They have been very successful in uptake of patients having their FLU vaccination.</p> <p>PPG provided feedback on the Flu clinics. TK discussed clinicians were calling patients to rooms from waiting area and agreed with CA in feeling surplus to requirement. TK and PPG felt in future process could be streamlined with PPG members calling name of patient and guiding them from waiting room to clinician room to speed up process.</p> <p>AT thanked PPG once again and their recommendation will be actioned for any further FLU clinics.</p>
Greater Peterborough Patient Forum feedback	CA receiving communications from forum and awaiting meeting to attend.
Future Meetings	AT discussed format of meetings monthly. Whether PPG want to move to

	fixed day or continue rolling day taking into account Tuesdays and 1 st Wednesday of the month not possible. PPG happy with format of agreeing next meeting date at current meeting.
Any other business	<p>BB wanted to discuss reception. LH also brought up issue with reception staff and process she had witnessed. AT explained new reception team do get customer service training. PPG feel reception team should smile more. AT explained front line reception is difficult with different demands from patients but will encourage smiling at front desk.</p> <p>BB discussed cleaning. AT explained cleaning contract was put to tender and current cleaning company won contract. They clean the practice daily after 1830 and practice fulfills Infection Control and Health and Safety standards for cleaning.</p> <p>BB discussed new homes and population increasing with purchase of council homes to private companies. PPG briefly discussed and felt not an agenda for BMC PPG.</p>
Summary and close	AT thanked all for attending. Next meeting Thursday 2nd November 2017.