

Patient Participation Group

Meeting Date: 4th September 2017

Time: 1300-1400

Attendance: Dr Adnan Tariq – GP (AT), Raziya Jennings (RJ), Sarfraz Khan (SK), Linda Harris (LH), Carl White (CaW), Mary Telford (MT)

Apologies received: Julie Trigg - Operations Manager (JT), Carol Abell (CA), Sally Weston (SW), Laurie Cornish (LC), Christine Luckey (CL), Tony King (TK), Lesley Barlow (LB), Richard Poynter (RP), Lily Langwade (LL),

Agenda Item	Minutes
Review of previous meeting minutes	Minutes were agreed to be factually correct. PPG email distribution list to be updated as some members have moved out of area.
BMC current situation and services update	<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 due to resignations and new staff coming in.</p> <p>AT explained delay in Patient Partner going LIVE postponed due to technical issues with the system so BMC not applied the system to current phones to ensure it is fully functional and stable before adding to phone lines.</p> <p>AT also advised Health Monitor in Main Reception waiting area has had teething issues and company from whom equipment has been leased from has been contacted to resolve matter urgently.</p>
Help Us Help You, patient coms	<p>New Comms from BMC handed out to PPG.</p> <p>PPG supportive of comms letter. PPG requested pharmacies to be updated too as some info will be passed via prescription forms as well as other forms e.g. website, facebook, text etc.</p> <p>AT emphasized BMC working with new technologies and Comms for patients now being provided in multiple different ways, a lot more than was being done 5 years ago. PPG supportive of changes and happy for Comms letter to go out to BMC patient population.</p>
FLU CLINIC	<p>Thursday 14th September 2pm Thursday 21st September 2pm Thursday 28th September 2pm Thursday 5th October 2pm</p> <p>Flu clinics discussed and PPG members supporting BMC and volunteered to help on the days.</p>
Greater Peterborough Patient Forum feedback	Defer this agenda item till next meeting or when CA next present.
Any other business	AT contacted HealthWatch to attend a future PPG meeting. Reply heard but

	<p>no attendance despite invite. AT will re-contact via email.</p> <p>LH asked about Werrington gardening issue. AT explained unfortunately the NHS premises department have stalled on Werrington development and current situation with gardening to be investigated through BMC.</p>
Summary and close	AT thanked all for attending. Next meeting FRIDAY 6th OCTOBER 2017.