

## Patient Participation Group

Meeting Date: 2<sup>nd</sup> December 2019

Time: 1300-1400

**Attendance:** Dr Adnan Tariq – GP (AT), Christine Luckey (CL), Lily Langwade (LL), Mary Telford (MT), Raziya Jennings (RJ), Sarfraz Khan (SK), Richard Poynter (RP), Tony Lambert (TL), Lesley Barlow (LB), Linda Harris (LH)

**Apologies received:** Sally Weston (SW), George Bradley (GB), Tony King (TK), Carol Abell (CA)

<b>Agenda Item</b>	<b>Minutes</b>
<b>Review of previous meeting minutes</b>	Minutes of the October meeting were agreed to be factually correct.
<b>BMC current situation and services update</b>	<p>AT updated on the current BMC position in regards to services.</p> <p>MT questioned on new phone line message. AT explained options changed as per last months meeting minutes. Clarity on options discussed.</p> <p>AT discussed appointments in December and January and book on the day appointments due to demand. AT explained BMC expecting demand during winter period and looking to recruit locum GP and Advanced Nurse Practitioners during this time.</p> <p>TL questioned how to book appointments. AT explained different options from attending surgery to booking online and telephone. TL explained what is best method. AT explained all options offered to patients to ensure all patients have equal ability to book appointment. AT explained BMC aspires to continue improve service but politics and financial planning from NHS affect ability to retain and recruit GPs as well as nurses and other clinicians. LB discussed reduction in online appointments compared to 1 year ago. AT explained this is because BMC promoted online use for patients to access records and book appointments and this would reflect greater uptake and use of online facility so appointment slots being booked.</p>
<b>BMC Paston PCN</b>	PPG discussed PCN. AT explained meeting held with BMC and Paston. Strategy discussed as well current plans and operations in the PCN. AT explained plans on funding coming from the CCG and North Alliance.
<b>BMC Signs</b>	<p>AT explained new signs in BMC highlighting different areas to make it easier for patients to know which corridor to go to. Patient services and check in screen will inform patient which coloured arrow to follow.</p> <p>The colours are:</p> <p><b>Ground floor GP – Purple</b></p> <p><b>Ground floor Nurses – Blue</b></p> <p><b>First floor GP – Yellow</b></p>

	<b>First floor Nurse – Orange</b>
<b>Questions</b>	<p>LH asked for update on ambulance bay. AT explained he has received email from Local Authority explaining this will be done but date they have set has passed so AT will chase this up.</p> <p>LH asked about Werrington update. AT explained building nearing completion and plans made for move with step-by-step process.</p> <p>MT queried patient leaflet. This is not up to date and AT will check with Patient Services Lead to update this.</p> <p>MT and LH asked about Harry Cureton Funding as they have noted nurses sharing ECG machine. AT has spoken to nurses and appears a bid to request 2 further ECG machines will be required. LH happy to help.</p>
<b>Summary and close</b>	<p>AT thanked all for attending.</p> <p>Next meeting <b>Thursday 6<sup>th</sup> February 2020</b> at 1300- 1400.</p>