

Patient Participation Group

Meeting Date: 7th July 2021

Time: 1200-1300

Attendance: Dr Adnan Tariq – GP (AT), Raziya Jennings (RJ), Sarfraz Khan (SK), Tony Lambert (TL), Bridget Holland (BH), Tony King (TK), Christine Luckey (CL)

Apologies received: Sally Weston (SW), George Bradley (GB), Richard Poynter (RP), Lily Langwade (LL), Lesley Barlow (LB), Mary Telford (MT), Carol Abell (CA), Linda Harris (LH)

Agenda Item	Minutes
Introductions	AT welcomed all after a difficult period with COVID19 and vaccinations. First meeting held since vaccinations commenced. Virtual meeting on TEAMS.
BMC current situation and services update COVID19 + vaccinations	<p>AT updated on the current BMC position in regards to services. Explained all services running apart from Spirometry which is still being worked up to ensure safe to do in practice environment.</p> <p>AT explained the events which occurred in BMC with the start of lockdown and throughout. AT explained 21000 vaccinations delivered by the PCN which BMC is part of. AT explained currently new staff in Patient Services and since last meeting we have had new starters and leavers.</p> <p>PPG discussed demand in practice. AT confirmed demand for appointments has substantially increased with clinicians reviewing more patients morning and afternoon. AT explained unexpected demand as normally summer period is quieter but given the last year we are seeing unexpected increase in demand in practice for appointments. AT explained BMC have moved to a telephone first model with face to face booked by the clinician but are moving to allow patients to book appointments Face-to-Face directly on weekends and at Werrington surgery.</p> <p>AT explained despite national lifting of lockdown restrictions to date the practice has to operate under Infection Prevention and Control Guidance which means still having to wear face masks in practice.</p> <p>PPG discussed services. BH reported she had a positive experience with call to GP who then arranged visit for a patient and this gave patient reassurance in review. BH happy BMC still offering Face to Face appointments. AT explained BMC never stopped seeing patients face to face, just the mode of appointments changed in line with national guidance.</p> <p>AT reiterated the surgery is open and always has been open. BMC never closed our door.</p>

Werrington Update	<p>AT updated that the Werrington new surgery is now open from September and offering appointments.</p> <p>AT explained Werrington was used to deliver covid vaccinations. It has now ceased to do so to allow resources to be used in continuing practice work. We are working closely with health authorities and are happy to step up and vaccinate again if needed but given the choices for patients it is best to allow other venues to be fully utilised. AT explained the PCN will be looking at whether they will be involved in booster vaccines as well.</p>
Website	<p>New BMC website design discussed. PPG noted some information with the website need updating as restrictions lifted. AT will feedback to BMC.</p>
Summary and close	<p>AT thanked all for attending.</p> <p>Next meeting Friday 3rd September 2021 at 1200-1300 via TEAMS meeting. Invite link will be sent.</p>