

## Beacon Medical Practice

### Meeting Minutes

<b>Reference:</b>	PPG meeting
<b>Date:</b>	28 <sup>th</sup> July 2016
<b>Time Commenced:</b>	14:00
<b>Time Concluded:</b>	15:30

<b>People Present:</b>	
I Bradbury	PPG Executive member
C Brockwell	BMP Practice Manager
P Chapman	PPG Vice Chairperson
M Chisnall (MCh) (Chair)	PPG Chairperson
M Crane (MCr)	BMP IT & Data Quality Manager
J Fletcher	BMP Dispensary Manager
L Hemingway	PPG Executive member
N Hutchinson	BMP HR Administrator
R Roe	PPG Executive member
T Tansley	PPG Executive member
<b>Apologies:</b>	
A Bliss	PPG Executive member
S Carey	PPG Executive member
S Dennis	PPG Executive member
V Hudson	BMP Operations Manager
H Piyatissa	BMP GP/Partner
M Turton-Leivers	PPG Executive member

Initials	Notes
MCh	<p>Welcomed all to the meeting.</p> <ul style="list-style-type: none"> <li>▪ Noted attendance was sparse. Was expecting EG and GB, no apologies received for either.</li> <li>▪ Commented that it was nice to see IB and TT back after missing some meetings.</li> <li>▪ Read through apologies received: AB, SC, SD, VH, HP, MTL.</li> <li>▪ Invited attendees to check last meetings minutes and asked for any matters arising.</li> </ul>
TT	<ul style="list-style-type: none"> <li>▪ Discussed how she had brought some notes and some content relates to minutes. Asked MCh whether she would like her to raise them now, or in any other business?</li> <li>▪ Included that she wished to discuss PPG membership.</li> </ul>
MCh	<ul style="list-style-type: none"> <li>▪ Responded that membership was going to be discussed later in the meeting.</li> <li>▪ Informed the meeting that Highways were progressing with the proposed bus-stop for outside Ingoldmells surgery.</li> </ul>
PC	<ul style="list-style-type: none"> <li>▪ Commented that the Parish Council had not heard anything back yet.</li> </ul>
IB	<ul style="list-style-type: none"> <li>▪ Noted that 1 bus per hour passes the surgery.</li> </ul>
PC	<ul style="list-style-type: none"> <li>▪ Stated that the bus can stop outside the surgery already or pick up. Informed by Stagecoach that this is called hail and ride. Service 9 is the bus that operates down Skegness Road.</li> </ul>
CB	<ul style="list-style-type: none"> <li>▪ Commented that it was pleasing to see the mobile chemotherapy unit in</li> </ul>

Version 2.0

This is not a verbatim account of the meeting but how the note taker perceived the meeting

	<p>Skegness at last. This is good news.</p> <ul style="list-style-type: none"> <li>▪ Informed the meeting that there had been some contact made regarding the proposed land for a new build CSL surgery.</li> <li>▪ Discussed how the practice was still awaiting the outcome of the funding proposal, which has been a long and frustrating process.</li> <li>▪ Forms kept getting changed. Information required kept getting changed. Unsure as to whether the uncertainty about a possible recession may affect the outcome of the submitted application.</li> </ul>
PC	<ul style="list-style-type: none"> <li>▪ Thought that it may be a good idea to write to the new Prime Minister regarding the matter.</li> </ul>
CB	<ul style="list-style-type: none"> <li>▪ Agreed that this would be a good idea.</li> </ul>
RR	<ul style="list-style-type: none"> <li>▪ Also agreed, as little progress has been made with local MP's.</li> </ul>
CB	<ul style="list-style-type: none"> <li>▪ Presented her monthly Practice Managers report to the meeting.</li> <li>▪ DNA figures feel like have plateaued at around the 5/5.5% mark.</li> </ul>
IB	<ul style="list-style-type: none"> <li>▪ Commented that DNA figures seem higher with nurse appointments.</li> </ul>
CB	<ul style="list-style-type: none"> <li>▪ Responded that partly the reason may be that they are pre-booked in advance and possibly people do forget.</li> <li>▪ Discussed focusing on sectors to get further information on who DNA's and why.</li> </ul>
MCr	<ul style="list-style-type: none"> <li>▪ Gave an example of occasions when people DNA. When booking smears, feels some people say yes to appointments out of obligation but when speaking to them you can sometimes hear in the person's voice that they are non-committal.</li> <li>▪ With annual reviews people do not always attend if they feel they are ok.</li> <li>▪ Also if it's a routine appointment, not to see a GP/CP even the weather can affect attendance.</li> </ul>
TT	<ul style="list-style-type: none"> <li>▪ Discussed a CSL patient concern that she felt had fallen through the system.</li> </ul>
CB	<ul style="list-style-type: none"> <li>▪ Requested the individual's details after the meeting to investigate the concern further.</li> </ul>
MCr	<ul style="list-style-type: none"> <li>▪ Discussed volume of recalls done in Data Quality department. In excess of 900 a month.</li> <li>▪ Added that would be meeting with Nurses at their next meeting to discuss a new system to be introduced around scheduled task.</li> </ul>
CB	<ul style="list-style-type: none"> <li>▪ Discussed a potential recruitment campaign to increase PPG membership.</li> <li>▪ Asked for suggestions on how to engage with potential members more effectively and how to attract a diverse age group of members?</li> </ul>
TT	<ul style="list-style-type: none"> <li>▪ Replied that in the past letters, notices and cards were used to attract members.</li> </ul>
MCh	<ul style="list-style-type: none"> <li>▪ Stated that she would speak to the Standard and Target about featuring this in an article.</li> </ul>
RR	<ul style="list-style-type: none"> <li>▪ Noted that there would be a need to specific on how many members were required and that the process should also be selective to get the best people for the posts.</li> </ul>
CB	<ul style="list-style-type: none"> <li>▪ Suggested that the matter could also be included in the next patient newsletter that was currently being drafted.</li> </ul>
TT	<ul style="list-style-type: none"> <li>▪ Asked how many members there should be?</li> </ul>
MCr	<ul style="list-style-type: none"> <li>▪ Stated it should be 15.</li> </ul>
PC	<ul style="list-style-type: none"> <li>▪ Agreed that was the figure in the PPG constitution.</li> </ul>
MCr	<ul style="list-style-type: none"> <li>▪ Felt it would be useful for new members to be made aware of the level of commitment necessary. The frequency and times of meetings.</li> </ul>
MCh	<ul style="list-style-type: none"> <li>▪ Asked for applications to be passed to her, via the practice.</li> </ul>

Version 2.0

This is not a verbatim account of the meeting but how the note taker perceived the meeting

RR	<ul style="list-style-type: none"> <li>Asked about the ages we would be looking for?</li> </ul>
MCh	<ul style="list-style-type: none"> <li>Felt it should be anyone eligible 18 upwards.</li> </ul>
PC	<ul style="list-style-type: none"> <li>Agreed 18 upwards would be most appropriate as anyone below that age may be unable to attend due to educational commitments, with meetings being held at 2pm.</li> </ul>
MCh	<ul style="list-style-type: none"> <li>Welcomed and introduced JF to the meeting in her role as BMP Dispensary Manager.</li> </ul>
CB	<ul style="list-style-type: none"> <li>Discussed how at the last meeting the purchase of ticker boards had been discussed but unfortunately the practice was not in a position to be able to purchase them due to the prohibitive cost.</li> <li>Informed the meeting that from patient suggestions this is a popular recurring request.</li> </ul>
RR	<ul style="list-style-type: none"> <li>Enquired about cost?</li> </ul>
CB	<ul style="list-style-type: none"> <li>Replied that the figure quoted previously was around £9000.</li> </ul>
MCh	<ul style="list-style-type: none"> <li>Noted that the PPG was not a fund raising group and would be unable to fund.</li> </ul>
TT	<ul style="list-style-type: none"> <li>Commented that the PPG had previously raised funds.</li> </ul>
CB	<ul style="list-style-type: none"> <li>The cost is more to do with connecting ticker boards to Systmone. The software costs are high.</li> </ul>
TT	<ul style="list-style-type: none"> <li>Suggested looking into the possibility of a grant from a group that supports the hard of hearing.</li> </ul>
MCh	<ul style="list-style-type: none"> <li>Will look into suggestion.</li> </ul>
MCr	<ul style="list-style-type: none"> <li>To get an update on costs.</li> </ul>
CB	<ul style="list-style-type: none"> <li>Suggested adding the PPG notice boards a listening board, to acknowledge the suggestions made and what we have done, where we can.</li> <li>The board would need to be refreshed and changed regularly.</li> </ul>
PC	<ul style="list-style-type: none"> <li>Commented that she liked the new screens with advertising on in the surgeries.</li> </ul>
CB	<ul style="list-style-type: none"> <li>Asked if the PPG were willing to support with patient surveys which were due?</li> <li>Distributed a draft copy to members and asked for feedback. Forms are similar to those issued 2 years ago.</li> </ul>
IB	<ul style="list-style-type: none"> <li>Felt this was a positive way to get views.</li> </ul>
CB	<ul style="list-style-type: none"> <li>Agreed, adding it would be a good way to get further engagement with patients from PPG members.</li> </ul>
TT	<ul style="list-style-type: none"> <li>Suggested that she could take a supply to next CSL resident's association meeting, as most attendees would be practice patients.</li> </ul>
CB	<ul style="list-style-type: none"> <li>Suggested PPG producing a video of who they are, what they do and how the PPG benefits patients. MCr is updating practice screens, website etc. and this would be an ideal opportunity.</li> </ul>
MCh	<ul style="list-style-type: none"> <li>Noted that PC was not featured on website as Vice Chairperson.</li> </ul>
MCr	<ul style="list-style-type: none"> <li>Replied that this was a piece of work in progress on new site and amendments were still being made. Would ensure that PC was included.</li> </ul>
NH	<ul style="list-style-type: none"> <li>Added that it was also the intention to display PPG meeting minutes on the website in addition to on PPG notice boards and that patient newsletters would also be uploaded to the site, as well as having printed copies available.</li> </ul>
CB	<ul style="list-style-type: none"> <li>Read through the latest batch of patient suggestions received.</li> <li>A clock for the CSL waiting area.</li> <li>PR priority over appointments in peak season, not TR.</li> <li>The background music in CSL is depressing.</li> <li>Coffee and cake should be provided whilst waiting.</li> </ul>

Version 2.0

This is not a verbatim account of the meeting but how the note taker perceived the meeting

	<ul style="list-style-type: none"> <li>▪ Clinicians should walk to the waiting area for patients as it's not always easy to hear names being called out.</li> <li>▪ Visual screens should be in place for hard of hearing patients.</li> </ul>
LH	<ul style="list-style-type: none"> <li>▪ Commented that BT always comes out to call for his patients.</li> </ul>
RR	<ul style="list-style-type: none"> <li>▪ Noted that TS also does this.</li> </ul>
PC	<ul style="list-style-type: none"> <li>▪ Added that JSC has always done so to.</li> </ul>
MCr	<ul style="list-style-type: none"> <li>▪ Responded to the music comment.</li> <li>▪ Informed meeting that was in process of pricing up DAB radios.</li> <li>▪ On PRS licence can have radio but must be DAB only to comply.</li> </ul>
MCh	<ul style="list-style-type: none"> <li>▪ Asked for matters of praise or concern.</li> </ul>
TT	<ul style="list-style-type: none"> <li>▪ Discussed ongoing parking concerns on Ancaster Avenue with people illegally parking.</li> </ul>
JF	<ul style="list-style-type: none"> <li>▪ Discussed conversations she has held with ELDC, requesting an hours free parking for patients on carpark opposite CSL surgery.</li> <li>▪ Council declined request as free parking is already available at carpark close to Spar.</li> </ul>
TT	<ul style="list-style-type: none"> <li>▪ Replied that although the carpark in question is a big carpark, people don't know that it exists.</li> </ul>
MCh	<ul style="list-style-type: none"> <li>▪ Informed the meeting that BMP PPG had been discussed at recent Hospital Watch meeting.</li> </ul>
TT	<ul style="list-style-type: none"> <li>▪ Commented on a CSL patient who had undergone blood tests and was left very marked from where blood was taken.</li> </ul>
CB	<ul style="list-style-type: none"> <li>▪ Requested the individual's details after the meeting to investigate the concern further.</li> </ul>
TT	<ul style="list-style-type: none"> <li>▪ Discussed a CSL patient unable to make online appointment. Asked if there was any particular reason for one not being available when needed?</li> </ul>
CB	<ul style="list-style-type: none"> <li>▪ Replied the reason was likely to be capacity.</li> </ul>
TT	<ul style="list-style-type: none"> <li>▪ Asked if it would be useful for the individual to get a slip from practitioner and take it to reception.</li> </ul>
CB	<ul style="list-style-type: none"> <li>▪ Advised that this may be useful.</li> </ul>
TT	<ul style="list-style-type: none"> <li>▪ Discussed text reminder service. One person aware of only received reminder text 10 minutes before appointment due.</li> </ul>
CB	<ul style="list-style-type: none"> <li>▪ Will pass this concern to MCr. Unaware of any problem with system.</li> </ul>
TT	<ul style="list-style-type: none"> <li>▪ Discussed a CSL patient being given a hand written appointment slip. Time on slip looked like 10:40. On arrival was told they had missed appointment, it was for 10:20.</li> <li>▪ Also asked about access to emergency scripts, due to own experience when away in Manchester and problems encountered.</li> </ul>
JF	<ul style="list-style-type: none"> <li>▪ Explained process followed when needed at both home and abroad.</li> </ul>
MCh	<ul style="list-style-type: none"> <li>▪ Confirmed that there would be no meeting in August as per previous years.</li> <li>▪ Next meeting confirmed as Wednesday 28<sup>th</sup> September at 2pm in BMP Skegness conference room.</li> <li>▪ Thanked all for attending.</li> </ul>
	MEETING CLOSED