

Beacon Medical Practice

Meeting Minutes

Reference:	Patient Participation Group Meeting
Date:	20 th March 2017
Time Commenced:	14:00
Time Concluded:	16:00

People Present:	
Glenys	
M Chisnall (MCh)	PPG Chair Person
E Gasson (EG)	PPG member
L Hemingway (LH)	PPG member
V Hudson (VCH)	BMP Operations Manager
R Roe (RR)	PPG member
T Tansley (TT)	PPG member
T Whitworth (TW)	PPG member
Apologies:	
A Bliss (AB)	PPG member
I Bradbury (IB)	PPG member
C Brockwell (CB)	BMP Practice Manager
F Brown (FB)	PPG member
S Carey (SC)	PPG member
P Chapman (PC)	PPG Vice chair Person
M Crane (MCr)	BMP IT & Data Quality Manager
S Dennis (SD)	PPG member
J Fletcher (JF)	BMP Dispensary Manager
N Ridley-Hutchinson (NH)	BMP PA/HR Administrator
M Turton-Leivers (MTL)	PPG member

MCh	Welcomed all to the meeting and requested apologies. Apologised that no agenda was done as Nick was away ill and Cathy had not informed her.
	Apologies were given for CB, MCr,NH, JF,PC,AB,SD.
MCh	Informed the PPG that she had invited the MP to the meeting to discuss the expansion of Hardy's Animal Farm.
TW	Discussed the lack of appointments at the practice and how difficult it was to get an appointment.
VCH	Explained that appointments could be booked up to 4 weeks in advance, more appointments are released at 6.30pm the night before or from 8am on the day.
TW	Commented that appointments go very quickly.

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

VCH	Explained that all admin and reception staff are booking appointments at 8am in the morning. Also there is often a queue of patients waiting outside before the surgery opens. This means the appointments do get booked very quickly.
TT	Commented on the number of patients that DNA appointments each day and wants to check that we are still sending letters out to patients that DNA 3 times.
RR	Informed that dentists are having the same problem but they are able to charge if patients do not turn up. He felt that it helped that the dentist sends out text messages to remind patients of their appointments.
MCh	Reminded the committee that if they registered their telephone numbers they would also get a reminder from the surgery.
TT	Commented that sometimes txt messages do not come through until after the appointment.
MCh	Informed that this has a lot to do with the signal strength on mobiles.
MCh	Held a discussion about Louth and Skegness hospital, the options they are looking at are that the maternity unit could be moved to Lincoln leaving a midwife led unit at Boston. They are also looking at the stroke unit at Boston, they are considering the option of sending patients to Lincoln. This concerned everyone as stroke patients need to be seen within one hour, it would take much longer than this to get to Lincoln.
TT	Spoke about this on TV, she expressed her concerns that there was no space at CSL to land the helicopter and feels that someone needs to be accountable for the elderly and retired.
MCh	Proposed a petition to get Lincolnshire ambulance service back, Marigold informed the committee that a friend of hers had fallen down the stairs and it had taken an ambulance 2 hours to come.
EG	Felt that this should also be put forward at the hospital meeting.
GB	Said that Lincolnshire people understand the needs of Lincolnshire.
TW	Thought Mat Warman should be informed and something should be put into writing.
EG	Felt the message should be put out to all people in the area to get support.
GB	Informed the committee that Skegness has saved things in the past such as Skegness hospital and the Fairy dell.
TW	Suggested that BBC news and the radio should be involved.
EG	Is the chair of Skegness hospital watch and he has already made his feelings very clear, if 24 hour care closes it would put a strain on the doctors surgery.
GB	Felt that the Skegness mayor should be involved.

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TW	Queried how prescriptions are now ordered.
VCH	Explained that the surgery was no longer taking telephone calls for prescription requests. Anyone wanting to order a prescription through the automated system needed to get a pin number from the surgery. Prescriptions can also be ordered online, in person or by dropping a repeat slip in at the surgery.
TT	Informed VCH that CSL patients are often waiting at the surgery from 7am just to try and book an appointment. They had an additional problem on Wednesday when staff told patients that there might not be a GP at all that day.
VCH	Explained that it would have to be very extreme circumstances to not have a GP at CSL.
TT	Had received a complaint that staff had booked an injection in with a HCA at CSL that they could not do and that no complaint packs could be found in the waiting area at CSL.
MCh	Discussed the date of the next AGM, it was decided to be held on Wednesday 24 th May in CSL Village Hall at 2pm.
	The next meeting will be held on the 24 th April.
	It was decided that at the AGM it would be a good time to start the campaigning. Marigold will be contacting the MP's to see if they are able to attend. Marigold will speak to both offices and then speak to Teresa.
	Len gave his apologies for the April meeting