

## Beacon Medical Practice

### Meeting Minutes

<b>Reference:</b>	PPG
<b>Date:</b>	26/10/2016
<b>Time Commenced:</b>	14:00
<b>Time Concluded:</b>	15:05

<b>People Present:</b>	
A Bliss	PPG Executive Member
I Bradbury	PPG Executive Member
C Brockwell	BMP Practice Manager
G Brown	PPG Executive Member
S Carey	PPG Executive Member
M Chisnall	PPG Chairperson
J Fletcher	BMP Dispensary Manager
E Gasson	PPG Executive Member
V Hudson	BMP Operations Manager
M Hutchinson	BMP HR Administrator
R Roe	PPG Executive Member
B Taiwo	BMP GP/Partner
T Tansley	PPG Executive Member
<b>Apologies:</b>	
F Brown	PPG Executive Member
P Chapman	PPG Vice Chairperson
M Crane	BMP IT & Data Quality Manager

<b>Initials</b>	<b>Notes</b>
MCh	Welcomed all to meeting. Stated that she was pleased to see AB and TT back. Discussed flu clinics at ING and SKEG surgeries. Had attended both to support. Good feedback, very efficient and good reports from those that attended.
TT	Added that the flu clinic at CSL had gone like a dream.
MCh	Asked for apologies.
NH	Had received apologies from FB, PC and MCr. No others received.
MCh	Moved on to minutes of the last meeting and matters arising.
GB	Informed the meeting that she had received a voucher from Boots chemist and on it they advertised their in-house flu vaccination service.
IB	Asked if there was any update on Shared Care ending.
CB	Advised that the practice had almost completed all necessary work. In process of liaising over a small % of patients still with CCG. Added that the hospital had done a drop-in session for patients to keep them informed and that it was pleasing to see that they are now finally accepting this and getting on-board with it. Thanked JF for all the work she had done on this.
JF	Discussed the frustration of poor or no communication from some hospitals with patients over what new arrangements will be.
SC	Commented on a lady she knows that is having ongoing concerns. Hospitals are informing her that they are not aware of any changes.
MCh	Moved the meeting on to Practice Managers report.

Version 2.0

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

CB	Discussed complaints, which included a late script signing, an injection site infection, refusal of a sick note, unhappy with treatment received. Continued that 10 complaints had been received over September. 5 were still unresolved as still under investigation. Noted that only one compliment/suggestion had been received. This could be due to JP not emptying the boxes at sites. Will request he do so. Informed that potential salaried GP had been offered 2 weeks locum work with the practice. To enable both sides to mutually assess, before any offer made.
MCh	Asked if any further CP's would be appointed?
CB	Advised that as BMP currently has 8, it was not an immediate plan to recruit further. Continued that with 8 partners, 1 salaried GP, 1 potential additional salaried GP, 1 trainee GP, 6 advanced nurse practitioners and 2 emergency care practitioners, the practice currently has more clinicians now than it has ever had.
SC	Asked whether CP appointments can be booked online yet?
VH	Responded that some are released in this way but not all. To liaise with MCr further about automated system and enabling changes and slots. Advised that CP's can also be booked as per GP and are booked via duty list also.
TT	Commented that it was not common knowledge how to book in with a CP.
VH	Suggested that she could look into possibility of producing a poster to promote this.
RR	Commented that he has seen information about CP's on surgery screens and had found it useful and interesting.
IB	Asked if CP's can do ring back?
VH	Informed that they do in conjunction with duty GP. They work through the list together daily. Added that if a patient has a preference to see a CP, if they are available at the time, reception will offer the CP.
CB	Discussed NSUN mental health awareness session. (Promotional material distributed). Referred back to previous meeting. Since this time has been able to identify pharmacies are paid an additional £1.50 for flu vaccinations on top of the £7.64 they and BMP receive. BMP does not receive the £1.50 enhancement. (Information sheet distributed).
GB	Commented that she has been advising people not to go to chemist for vaccination, to attend BMP, as safer.
MCh	Moved on to the subject of Matters of Concern or Praise. Requested that no individual cases be discussed, matters should be general.
RR	Commented on minor surgery had received at BMP via LEHL. Found it to be very efficient and professional. Added that it should be better promoted, as people are unaware of it.
MCh	Suggested that she could contact Skegness Standard about it.
SC	Asked what operations were carried out?
CB	Advised operations such as dermatology, lesions, vasectomy, orthopaedic amongst others were carried out. Noted RR comments and advised that she would distribute LEHL leaflets to other practice managers locally to promote awareness.
RR	Asked if it could be promoted on BMP website.
CB	Advised it was not BMP but a sister company to BMP. LEHL has its own website. <a href="http://www.lehl.co.uk">www.lehl.co.uk</a> . Lincolnshire East Healthcare Limited. Stated that the business is owned by the partners.
GB	Discussed a recent appointment for both her and her husband. Received

	pneumonia vaccination from AK. Stated that she was lovely. Commented on Practice Nurse DNA's.
CB	Replied that DNA's for Practice Nurses do exceed Clinician DNA's.
MCh	Informed the meeting that she had attended an appointment at CSL. Was due to be seen at 15:40. Was not seen until 16:00. Felt staff or clinicians should advise when running late.
BT	Replied, talking about the diversity of appointments and range of patients seen. To come out when in session is not always possible, but assured that all will be seen.
TT	Commented on a Dr attending CSL, she believed to be RO, had been advised he was due at 08:00 but arrived at 09:30 and no one was informed of this.
BT	Asked if there was any update on ING bus-stop.
MCh	Advised that it was still scheduled for April/May in next financial year. Will get an update for next month's meeting.
BT	Asked if there was any progress with his request for his home town to be twinned with CSL.
MCh	Advised that LH and MTL were not present today. They represented local councils and had agreed to look into matter further. Will request an update from them.
BT	Noted that it was pleasing for practice to receive positive comments about its services and nurses.
EG	Agreed with BT's comments on time. It would be unrealistic to expect appointments to always run to time. The Dr's and nurses could be seeing someone with a life threatening condition.
TT	Discussed a concern over an amendment to a dosette box requested by a CSL patient.
JF	Ascertained that the issue was in fact with Beacon Pharmacy not BMP.
CB	Explained that Beacon Pharmacy was a separate company.
JF	Advised TT that if patient name could be provided, she would liaise with Beacon pharmacy manager to resolve.
TT	Commented that CSL seemed more positive at present, although some still think it is geared more towards the elderly. Stated that her husband had ongoing issue and could not get an appointment.
CB	Commented on how days can vary. At 10:15 today there were still 10 appointments available across surgeries.
TT	Informed the meeting that as part of her work with CSL residents association, a newsletter was now being regularly produced. Advised CB of deadlines if she wished to submit anything for inclusion.
MCh	Advised that PC had offered to resign from post, due to inability to attend at present. Feels this is unnecessary and will feedback to PC until she is able to attend. Suggested moving meetings from 4 <sup>th</sup> Wednesday of month to alternative week.
*	Consensus was not to move, as regardless of week there will always be some inability to attend from some members.
MCh	Advised that next meeting would be Wednesday 23 <sup>rd</sup> November at 14:00, in SKEG conference room.
	MEETING CLOSED