

BLOOMFIELD MEDICAL PATIENT PARTICIPATION GROUP MEETING
NOTES OF MEETING
Friday 12th July 2013

In attendance:

Dr J Pollock (JP), Ben Sharples (BS), Karen Young (KY), Steve Gomersall (SG), William Stemp (WS), Ann Gillings (AG), Don Clough (DC)

1. Introduction

JP gave an introduction to the group. Previous issues which have been dealt with were discussed:

- Telephone consultations
- Entrance to building
- Website developed

2. Overview and Presentation

BS ran through the PPG Presentation and gave an overview of the Patient Participation group within the practice. Presentation attached with the minutes

There was discussion around actions which are required with immediate effect;

- increase representation
- appoint a chair
- agree on the frequency of meetings
- Priority for the PPG and practice

JP explained some of the changes which have already taken place in the last 6 months. She went on to explain the Same Day/Duty team to the group and how it may assist in reducing the amount of patients going through Unscheduled Care and how it should improve the overall patient experience and access to the practice.

3. Appointment of the Chair

The group agreed and elected Mr William Stemp for the chair of the PPG.

4. Aims and Objectives

- 12 month review of the previous PPG action plan

Possible topics for this next 12 months

- Appointments on line
- Reduce DNA's

Due to the disturbance of other patients a kind remind to all patients that mobile phones are not to be used in surgery
BS to action

There was discussion around waiting room changes and implementing a quiet area. Patients are requesting that children's toys should be soft instead of hard plastic to reduce the amount of noise BS explained that they are this way to reduce infection however the reception area is part of the practice new developments.

The majority of patients find the reception staff to be very kind and polite.

5. ToR

The group were in agreement with the Terms of Reference

6. Housekeeping

Housekeeping was addressed and it was agreed that the frequency of the meeting shall be every two months, 6 meetings per calendar year. Formal minutes will be attached to BMC website and will be made available on the notice board in reception area. BS to action.

7. Further Actions for discussion

- Facebook page for Patient Participation Group
- Style of questionnaire
- BMC website to advertise the PPG meeting

8. AOB

For information purposes the group was informed of:

- Alcohol Support Worker and Community Mental Health
- Changes to nursing staff
- Role of Health Care Assistants
- Speciality of the nurse and cross cover with GP Led Walk in Centre

9. Date and Time of the next meeting

Friday 6th September 2013 at 2.30pm.