

BLOOMFIELD MEDICAL PATIENT PARTICIPATION GROUP MEETING
NOTES OF MEETING
Friday 6th September 2013

In attendance:

Dr J Pollock (JP), Ben Sharples (BS), Karen Young (KY), Steve Gomersall (SG), Brian Morison (BG)

1. Introductions and Apologies

Apologies received from Mr Stemp and Mr Clough

2. Minutes of previous meeting 12th July 2013

- Mobile phone sign sourced
- Minutes to be placed on the website

3. Health Watch

Minutes were circulated for the Health Watch meeting. The next meeting is 25th September 2013 at Newton Drive. The group was informed that if anyone would like to attend the meeting they should let Karen Young know.

Member of National Association of PPG.

We will look at Stoneyhill success and get our own if there are benefits of being a Member of National Association of PPG.

4. Review of previous action plan

- 303 patient questionnaires were gathered
- Telephone consultations have been introduced

Action Plan

- Maybe do some educational events
- Front doors still to be on the Action Plan

Discussion of the DNA rate – 4 missed appointments 40 minutes, no way of punishing, never put off the list.

There was discussion around a Facebook page
BMA have recommendations

5. CQC

GP Led and Urgent Care Services have undergone a CQC assessment. It is evident from these recent visits that they would want to consult with the PPG when we receive a visit at Bloomfield. Information for members of the PPG regarding the CQC were circulated.

6. Development of Priorities

This was deferred to the next meeting due to a limited attendance

7. AOB

8. Date and Time of the next meeting

Friday 18th October 2013 at 3pm.