BATH ROW MEDICAL PRACTICE

Patient Participation Group

**Minutes of the meeting on July 17 2019**

Meeting started at 6.15pm

In the chair on this occasion was John Binns (JB)

**Present:-**  Steven Elliott (SE) Pat Meads(PM) Marie Sharpley (MS) Satya Devi (SD)   
 Andrew Imoukheude (AI) John Binns (JB)

**Minutes:-** Marie Sharpley (MS) Action

|  |  |  |
| --- | --- | --- |
| **1** | **Apologies for Absence**  No apologies were received. |  |
| **2** | **Minutes of the last meeting**  MS requested that an addition be made to the last sentence at the end of the first paragraph on page 3. To read ‘SE apologised for this oversight and emphasised the importance of good communication within the group’  The minutes were then agreed as being a true record | SE |
| **3** | **Matters Arising**  There were no matters arising. |  |
| **4** | **Update from the Practice**  SE said that there was nothing new to report at present. | **SE** |
| **5** | **CCG Update**  The next PPG Forum is due to take place on the 18th July at Solihull College, Blossomfield Road, Solihull. MS was due to attend but has had to cancel and asked the group if anyone could go along in her place. No-on could at such short notice**.**  Items on the agenda for presentation and discussion are:  Nurse Associates.  Birmingham & Solihull Primary Care Strategy  Follow up from CCG AGM and Patient Celebration on the 4th July at Resorts World.  MS will be forwarded papers and feedback from the meeting in due course which she will share with the PPG.  PPG members are invited to join an online reader panel to develop patient leaflets for the review of clinical procedures. MS gave out details to the group should anyone be interested in joining.  The date of the further PPG Forum will be 18th September at Birmingham City Football Club. | MS |
| **6** | **Action Plan -2019-20**  **1 PPG Notice Board/Waiting Room Screens**  MS had not made any further progress on the heading for proposed notice board. She will remind Jan who had agreed to do this for us some time ago. SE said that if we cannot complete this soon he will do it for us. MS to let him know when to proceed.  Waiting Room Screens are much improved. SE is responsible for this.  **11 PPG Newsletter**  A newsletter was not published in June, but July draft edition out now for the group to approve and discuss. News is a little sparse this month, but a couple of health campaign events noted and an article regarding the need for more blood donors included. Also information about blood test results now being available over the telephone between 11.00am – 2.00pm.  We are now looking for items for the August newsletter. JB agreed to write an article about the memorial service held at Birmingham Cathedral on the 6th July for Dr Morgan. This was attended by present and former colleagues from the Practice and elsewhere as well as patients.  It was a very moving tribute to a much respected GP at the Practice who had touched the lives of so many people over the years.  MS suggested that a paragraph be included asking readers what particular topics they would like included in future editions. Suggestions to reception.  SD suggested that one of the reception staff who had been particularly helpful to a new patient who was attempting to register with some difficulty, write an account of ‘how to register.’ SE  will look into this idea.  A work experience student had a week’s placement at the Practice recently and one of the tasks completed had been a list of monthly health campaigns which can be used by the PPG for inclusion in the newsletters as well as possible ideas for articles.  **111 NAPP item – Can PPGs help combat loneliness?**  The PPG has done as much as it can to ‘set up’ this project. The Practice now needs to identify and select appropriate patients who may benefit from what the PPG are trying to do. This includes selection of patients to invite to Contact the Elderly tea parties as well as the proposed patient tea party the PPG would like to arrange at the Practice for suitable patients i.e. lonely and elderly.  **1V Waiting Room Presence**  PM had made herself available during PPG Awareness Week and had seen 4 patients. She said they seemed to be interested in the idea of the PPG, but had not taken this any further so far.  SE asked if PPG members would be willing to help with a survey regarding appointment improvements for patients. Changes made to the appointment system and an increase in staff had increased appointment availability. This seemed clear to the Practice, but the CQC need evidence. SE will draft out a questionnaire and PPG members agreed to deliver these to patients in the waiting room when ready.  **V Review Patient Letters**  SE had nothing further to report at present | All |
| **7** | **Practice website and NHS Choices reviews**  The Practice is keen to encourage patients to leave reviews on the above website and GPs will be giving out cards to patients to remind them of this facility. More positive reviews have been posted of late, but the number of stars awarded (usually 2) does not reflect the positive comments made. |  |
| **8** | **Any Other Business**  SE said that the names on receptionist’s name badges are going to be made bigger. It has been thought that they are too small.  SE also brought up the idea of the group having an external newsletter meeting from time to time as we previously did. This had proved to be very useful. The group agreed and set a date for Thursday 8th August at 2.00pm at the City Library (Room above the entrance café) |  |
|  | **The date of the next full meeting will therefore be on Wednesday 21st August 2019** |  |