**BLOXWICH MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING MINUTES**

**TUESDAY 20th MARCH 2018**

**Attendees: Apologies:**

Trevor Hancock Nicole Bullingham

Julie Hykin Doris Clarke

Ray Bunn Peter Clarke

Dr Johnson

Maggie Ward

Tony Parker

1. **Minutes from Previous Meeting:**

All agreed a true record.

1. **Matters Arising:**
	1. Maggie informed the group that a downloadable/printable form for patient’s wishing to make comments/suggestions to PPG has now been added to BMP website. A supply of these forms is also available for patients in the reception area.
	2. Maggie confirmed that a sign is now on the prescription post box to indicate that patient’s wishing to give anonymous suggestions can be deposited there.
	3. Maggie also confirmed that the Friends &Family test questionnaire has now been added to BMP website.
	4. The Urgent Out of Hours GP appointments telephone number is already on the BMP website. Posters and leaflets are displayed in reception.
2. **Medicines no longer available on prescription:**

A list of medications of limited clinical value was handed to the group. Copy attached. This list provides guidance for doctors when prescribing medications. Dr Johnson explained that it is not a black and white ruling but a guide to no longer prescribing items which are for minor ailments.



1. **Walsall Community Living Directory:**

Due to new legislation under the Care Act 2014 local authorities now need to provide comprehensive information and advice about care and support services in their local area. WCLD is an online facility provided by Walsall Council listing all types of health, social, educational and advisory issues to comply with the new legislation.

Advertisement of this will be added to BMP website.

1. **Friends & Family Test:**

Friends and family test results are attached:

 

1. **Patient Online Services:**

The practice has above the national aim of 20% patients using online services. Currently it is 36%. In early February 2018 it was 28.46%. The increase in numbers can be attributed, not least, to it being promoted during Awareness Days by the PPG.

Up to date figures will be produced at each future PPG meeting.

**Any Other Business:**

Tony asked why patients receive a text immediately after an appointment has been made and again two days before the appointment date. Dr Johnson explained that it was not devised by the practice but by Emis Web. After discussion, it was agreed for Maggie to contact Emis Web to see if timing of texts could be altered.

Tony also informed the group of an incident that he witnessed in the surgery which highlighted a problem. A patient had been called into a room indicated on the Jayex display board. A second patient was also called into the same room shortly afterwards. Consequently, one of the patients entered the room disturbing the consultation of the other. Dr Johnson explained that if a patient does not respond to being called in after a few minutes then the next patient is called in. However, if the first patient who was called in is not cancelled then that patient’s name will continue to appear on the Jayex board.

This matter will be raised at the next PLT session.

Tony raised his concerns regarding the safety of the carpark’s main gate. These gates have caused damage to many vehicles. He suggested the retaining rod holding the gates open should be on the raised paved area and not in the road entrance. This would prevent any further vehicles experiencing damage from the protruding gates. Chairman Trevor will write to NHS Properties who are responsible for the building and grounds.

Julie asked if it was possible to have a call waiting facility on the telephone line with music, letting patients know the number of people in the waiting queue. Maggie will contact the telephone supplier.

The next Awareness Day event will be to promote Dementia and will be held on 22nd and 23rd May 2018. Chairman Trevor will organise people to help at these events nearer the date.

Maggie suggested buying a portable table from the PPG coffers for use at future awareness day events. Unfortunately, the one used in the past belongs to St Mary’s practice and they will no longer allow us to use it. Maggie will source costing and give details to Chairman Trevor to decide.

The next PPG meeting will be held at 6pm. If, however, there is no increase in new members attending, the times for future meeting will revert to 2pm.

Julie asked when the next PPG AGM would be. This will take place at the next meeting arranged on 22nd May 2018 at 6pm.

Chairman Trevor will produce his annual report in readiness for displaying on BMP website before the end of the financial year.

Julie produced a document she picked up from another medical centre which had useful information promoting online access for patients. Maggie will photocopy the document to display in the surgery and in readiness for the next awareness days to be held in May.

**Date of Next Meetings:**

 **AGM:** 22nd May 2018 at 6pm

17th July 2018 time TBA