

BLOXWICH MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP MEETING MINUTES
TUESDAY 26TH SEPTEMBER 2017

Attendees:

Trevor Hancock
Julie Hykin
Dr Johnson
Maggie Ward
Clare Hathaway
Ray Bunn
Doris Clarke
Peter Clarke

Apologies:

Nicole Bullingham

1. Minutes from Previous Meeting:

All agreed a true record.

2. Matters Arising:

None.

3. **Future Awareness Days:**

Patient Access: Dr Johnson asked the PPG if the next awareness day could be used to promote patient access. After discussion and ruling out any possible electronic visual display, the group will promote patient access using the notice board, leaflets and screenshots that Julie agreed to provide. Julie will check if she has any other patient access paperwork, if not, she will contact Maggie who will source material for the event. Once promotional material has been obtained, Trevor, Julie and Maggie will suggest a day for the event and circulate the information to the rest of the PPG members for their comments and availability to volunteer on the day. Doris let the group know that there is a patient access APP that she uses on her mobile phone. This facility will be promoted to patients during the event.

4. Bank Account:

Julie was notified by the bank that as the PPG account had been inactive for a period of 33 months the account would be blocked. After discussion, Trevor proposed and Maggie agreed that the account be closed and the monies transferred to the practice account

and ring fenced for future withdrawal when needed. Trevor and Julie will go to the bank and close the account. Maggie is to draft a letter regarding this matter for the PPG's audit purposes.

5. Friends and Family Test:



FRIENDS & FAMILY
TEST COMMENTS - AI



FRIENDS & FAMILY
TEST COMMENTS - JL



FRIENDS AND
FAMILY TEST COMME

A reminder and a supply of cards will be sent to all BMP staff prior to the last Thursday each month to try and increase the dwindling amount of cards completed each month.

6. NAPP Bulletin June 2017:

Despite the PPG choosing not to subscribe to NAPP a monthly bulletin is still being received. Maggie will ensure that copies of future bulletins are also sent to new members Doris and Peter.

7. Joint Medicines Management Committee (JMMC) approved guidelines for self-care.

The JMMC have proposed that medications with limited value are no longer to be given on prescription, but passed to patients for them to self-care.

Possibly one PPG member may be able to attend the next consultation meeting on Thursday 28.9.17.

This matter was raised at the last PPLG and will be discussed further.



Paracetamol and
Ibuprofen Selfcare Gi

8. Pharmacy 2U Leaflet:

A Pharmacy 2U leaflet was received by Trevor's wife in the post. This leaflet has BMP on it which could indicate, incorrectly, that it is promoted by BMP. Maggie will ring the company to have BMP removed from their leaflet.

9. Any Other Business:

Nursing Cover:

Ray asked if there were specific monies received/reimbursed for locum nursing care during nurse shortages at the practice. Dr Johnson explained that all clinicians, staff, equipment and consumable costs were taken from one amount the practice received. Therefore, there are no additional funds to cover nurse absences due to maternity leave, illness etc.

Alternative Providers:

Julie informed the group that merging practices to provide alternative health care providers had been raised at the July PPLG meeting.

Online/Telephone Consultations:

Trevor reported that a representative of Consultant Connect informed the last PPLG meeting that 51% of problems after being discussed by a GP with a consultant were dealt with at surgeries and prevented the patient having to be referred. Dr Johnson commented that whenever she tried using the service she was unable to contact a consultant. One example involved the call being terminated after being passed through 5 different automated messages without her actually being able to speak to anyone. Trevor and Julie will feedback this information at the next PPLG meeting.

Date of Next Meetings:

14th November 2017 at 2pm

16th January 2018 at 2pm