**BLOXWICH MEDICAL PRACTICE**

**AGM PATIENT PARTICIPATION GROUP MEETING MINUTES**

**TUESDAY 22ND MAY 2018**

**Attendees: Apologies:**

Trevor Hancock Ray Bunn

Julie Hykin

Dr Johnson

Maggie Ward

Doris Clarke

Peter Clarke

Tony Parker

**RIP: Nicole Bullingham.**

**Trevor discussed the sad loss of Nicole and all the group agreed she had been a very valuable asset since the BMP PPG had been formed. Trevor, Julie and Karen, PM, attended the crematorium ceremony. Condolences were given to Nicole’s family.**

1. **Minutes from Previous Meeting:**

All agreed a true record.

1. **Matters Arising:**

1.Walsall Community Living Directory now added to BMP website.

2.Timing of texts cannot be altered, PM reports that the question had been asked of Emis previously. The timings are standard for everyone.

3.Two patients being called into GP room by Jayex Board was discussed at PLT at end of April.

4.Chairman wrote to NHS properties regarding the car park entrance gates.

5.Bins have been removed from car park because they contained used needles.

Ultraviolet lights have now been installed in the toilets to try and prevent the use of needles being used in them.

6. GPs decided against a telephone queueing system as suggested by the PPG. Number of callers waiting could add pressure to reception staff and it could clog lines.

7. Portable table now in use in the practice.

8. Chairman annual report is now on the BMP website.

9. BMP have their own Online Access form and promotional leaflets in reception.

1. **Election of Officers:**

Trevor Hancock was re-elected Chairman by unanimous decision.

Julie Hykin was re-elected Vice Chairperson by unanimous decision.

Maggie Ward was re-elected Secretary by unanimous decision.

1. **Friends & Family Test:**

Trevor will help promote the F&F test during the Dementia Awareness Day on 23.5.18 to, hopefully, obtain some feedback cards for the end of May. Dr Johnson suggested adding the promotion to the Jayex Display Board.



1. **Online Services:**

Maggie reported that currently there are 28.64% of patients using Online Services. The practice requires another 67 patients to meet the CCG target of 30%. The PPG members will continue to promote this during Awareness Days.

Maggie also reported that there were no completed F&F test cards done either in the surgery or online on the BMP website.

1. **Any Other Business:**

**Retirement:** Dr Johnson announced her retirement at the end of July 2018.

The practice will then be run by Dr Brand, Dr Alam and a full time Nurse Practitioner.

**Printing/Laminating:** Julie kindly agreed to perform the printing and laminating tasks previously done by Nicole. She also agreed to inform the practice of any charges she incurs or when she requires replacement paper and laminating sheets for printing posters/promotional material for the practice.

This will be reviewed at each PPG meeting to ensure that Julie is not personally out of pocket.

**Bank Account Closure:** Julie provided a PPG Treasurers Report indicating the closure of the PPG bank account together with the final statement on the account.



**Bowel Screening:** A Bowel Screening representative wishes to attend one of the PPG’s Awareness Days to promote Bowel Screening.

Maggie will suggest 13th June to the representative and Julie has provided a poster for this event.

**Cup Cake Day:** A charity day to raise money for Dementia/Alzheimers Society from donated cakes will be held on 14th June 2018 between 9.30 – 11.30am. Julie has ordered a fund raising pack which includes posters for this event.

Maggie will inform all staff so that they can prepare to bake!

Doris confirmed she will help man the cake stall.

**Car Park Gate:** Tony brought some hazard tape as a suggestion to highlight the front entrance gate to the car park.

Maggie read out an email that Karen, PM, had received from NHS Properties in response to Trevor’s letter dated 22.3.18.

 

Trevor, Chairman, will write to NHS Properties to ask their permission for Tony to put it on the gates. He will also ask if the two gates can be used as an entry in and exit out as originally planned. Currently the second gate is never opened. As an alternative, he will enquire if another gate could be created on the far side, Woodall Street, of the car park to be used as an exit only gate which would be less cramped and hazardous to use.

The letter to NHS Properties was compiled and sent by Trevor on 29.5.18.

**MacMillan Steering Group:** Julie is the patient representative for the MacMillan Steering Group as a practice cancer champion.

Dr Johnson announced that as a practice they have declined enlisting a member of staff for this facility as there is too much work involved providing nursing and reception hours for the extended questions and enhanced cancer care reviews and it would not be cost effective.

Julie will give this feedback when she attends her next meeting as representative for the MacMillan Steering Group.

**Doctor Representative PPG Meetings:** Maggie to ensure that Dr Brand receives PPG agendas and minutes. Also to ensure that his clinics have meeting dates and times added for future PPG meetings.

**Dates of Next Meetings:**

 Tuesday 17.7.18 at 2pm

 Tuesday 2.10.18 at 2pm