**BLOXWICH MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING MINUTES**

**TUESDAY 14TH NOVEMBER 2017**

**Attendees: Apologies:**

Trevor Hancock Julie Hykin

Dr Johnson Ray Bunn

Nicole Bullingham

Maggie Ward

Doris Clarke

Peter Clarke

1. **Minutes from Previous Meeting:**

All agreed a true record.

1. **Matters Arising:**

None.

1. **Awareness Day:**

**Patient Access:** All PPG members attending the Awareness Day sessions reported that many patients said they were already using Patient Access and several others expressed an interest collecting the necessary information from reception to sign up for it.

Doris asked if the number of patients accessing the online facility could be audited to show how many patients use the facility and also if the number was improving. Maggie will check this and report back at the next PPG meeting.

Nicole pointed out that care has to be taken when attempting to log into Patient Access not to be directed to a totally different site. Maggie will find out if a Patient Access link can be added to the BMP website.

Julie had sent an email informing the group of her findings at the Awareness Day event, including the question some patients had asked if more appointments would be available to book online as more people sign up to the facility. Dr Johnson reported that at the moment not all allocated appointments are filled by patients using online access, but the situation would be reviewed when required.

1. **Bank Account:**

The PPG bank account is being dealt with by Julie. A cheque for the balance, closing the account, will be sent to her in due course.

1. **Friends and Family Test:**



1. **NHS Property Services Letter:**

The response letter received by Trevor from David Smithson-Rudd, Head of Customer Services, NHS Property Services, apologised and outlined the sequence of events leading to the inability of staff and patients to access Pinfold Health Centre patients, staff on Friday 18th August.

1. **Any Other Business:**

Trevor thanked all PPG members, in particular new members Doris and Peter, for their help attending the Awareness Day sessions.

Trevor informed the group that he would be attending a Walsall Community Living Directory event. WCLD is meant to help patients find a wide variety of services in Walsall. This could possibly be considered as a future Awareness Day and will be discussed at the next PPG meeting.

Dr Johnson reported of rumours of receptionists may be given extra training so that they can signpost patients to specific/relevant services with a view to saving on the volume of doctor appointments. Some workshops have been created in London to free up doctors time

Julies email also mentioned that some patients were interested in the PPG but were not able to attend meetings during the day due to work commitments. With this in mind, the meeting to be held in March 2018 will be publicised and held at 6pm. Times of future meetings will be discussed after that date.

The email also asked if patients could participate through the PPG page on the practice website. Maggie will investigate this matter.

A suggestion box will be reinstated in reception as this item was also raised during the Awareness Day sessions.

**Date of Next Meetings:**

16TH JANUARY 2018 AT 2PM

 20TH MARCH 2018 AT 6PM