**BLOXWICH MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING MINUTES**

**TUESDAY 16TH JANUARY 2018**

**Attendees: Apologies:**

Trevor Hancock Ray Bunn

Julie Hykin Doris Clarke

Nicole Bullingham Peter Clarke

Dr Johnson

Dr Amaefula

Maggie Ward

Clare Hathaway

1. **Minutes from Previous Meeting:**

All agreed a true record.

1. **Matters Arising:**
   1. Maggie informed the group that an audit of patients using the Patient Access facility was currently 26%.
   2. Maggie confirmed that a Patient Access link had now been added to BMP website.
   3. Walsall Community Living Directory will be discussed at the next PPG meeting.
   4. After discussion regarding the option for patients to participate with the PPG via the website, it was agreed for Maggie to contact Webadmin (website support) and ask for a downloadable document for any suggestions/comments which patients could complete and hand into the surgery be added to the BMP website. There will also be a supply of these documents in reception for patients who do not access online facilities. This will be publicised on the PPG notice board.

It was also agreed to allow patients to hand in anonymous suggestions or comments in the prescription box. An indication notice will be placed on the prescription box.

1. **Bank Account:**

Julie informed the group that the bank account was now closed. She presented a cheque for the closing balance of £65.68p this will be ring fenced in the practice account for future use.

1. **Friends & Family Test:**

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Maggie will continue to remind staff to encourage patients to complete F&F test cards.

This will also be discussed at the next practice PLT session.

Maggie to contact Webadmin to add a F&F test questionnaire to the BMP website.

1. **Walsall Community Living Directory:**

This will be discussed at the next PPG meeting in March.

1. **BMP Quality Report:**

The findings in the BMP Quality Report received from CQC were overall rated good. The area which required improvement was discussed with the group who all agreed that generally the standards of the practice from a patient’s point of view were very good.

1. **NAPP Bulletin December 2017:**

This was distributed to the group members.

1. **Any Other Business:**

An Awareness Day will be held on 27th and 28th February 2018 promoting the PPG, Stay Well and other general information.

Trevor will man the morning session and Julie the afternoon session. Nicole will accompany them on both sessions.

Maggie is to send an email to Ray, Doris and Peter to ascertain their availability to help with the morning of 28th February.

Doris has responded saying she and Peter would help providing Peter’s impending hospital appointments do not coincide with the date. She will update the surgery nearer the date.

A list of medicines that will no longer be available on prescription will be received by all practices on 19th February 2018. This list of drugs is to be forwarded to Julie for inclusion in the Awareness Day held on 27th and 28th February 2018.

A pack of Walsall Patient Voice leaflets were passed to Julie so that they may be distributed to patients in future awareness days.

The new telephone number 01922 501999 for urgent GP appointments out-of-hours will be added to the BMP website. Posters for this will be displayed in the surgery and leaflets will be available for patients.

Date of Next Meetings:

20th March 2018 at 6pm

22nd May 2018 time to be arranged