**BLOXWICH MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP**

**MEETING MINUTES**

**TUESDAY 14th JUNE 2016**

**Attendances: Apologies:**

Dr D C Johnson Dr Brand

Trevor Hancock Nicole Bullingham

Julie Hykin

Maggie Ward

Ray Bunn

1. Minutes from previous meeting:

All agreed a true record.

1. Matters Arising:

PPG Printer – letter drafted by Julie and sent to Nicole for technical information to be

added. Nicole was to send letter to Mandeep Bains at WHG and if necessary, Alex

Flower at the CDF. No update as yet. **Item to be added to agenda for next meeting.**

Rupy’s email regarding Modality – Dr Johnson explained that Bloxwich Medical

Practice has joined the Walsall Alliance Federation. She explained that patients may

not see benefits but the Practice joined with others could bid for contracts, purchase in

bulk and would be included on a rota to cover seven day working when this happens

Ray asked about the plethora of surveys that patients are expected to carry out. He

questioned their value and said that patient’s seem to be getting fed up of these

surveys. He asked could this be brought up at the PPLG meeting for discussion.

1. Friends & Family:

Friends and Family cards are given out to patients by Practice staff on the last

Thursday of each month.

12 cards were completed for May. 9 extremely likely, 2 likely, 1 extremely unlikely.

“Staff are excellent and always there to help. Doctors seem to care about you. I’m

very happy to be at this practice” Extremely Likely

“The appointments are prompt and doctors listen to problems” Likely

“Reception staff extremely helpful, go above and beyond. Doctors not so great (not

all of them) terrible bedside manner, very patronising and inappropriate comments

made in consultations” Extremely Unlikely

Comments

Friendly staff, very helpful (E.Likely)

Good service (E.Likely)

Very good service, very good staff (E.Likely)

Staff are excellent and always there to help. Doctors seem to care about you. I’m very

happy to be at this practice (E.Likely)

Friendly doctors and nurses (E.Likely)

Because they look at every possibility with your symptoms (E.Likely)

3 cards with no comments (E.Likely)

The appointments are prompt and doctors listen to problems (E.Likely)

1 card with no comments (E.Likely)

1. Over 75’s health check.

Has been cut by the CCG with no consultation with GPs. There could be

redundancies at Practices if staff had been taken on specifically for this. Not

applicable at our surgery as staff were employed on a short term basis specifically to

do these checks. Money may be saved now but what will be the long term outcome?

Any Other Business:

Bank account

Julie has had a letter from the bank asking if we want the account to remain active as

there has been no activity on the account for some time. The bank has been informed

that we do want the account to remain active. However we may need to discuss the

long term future of this account bearing in mind how difficult it was to open it in

the first instance.

**Item to be included on the next agenda for discussion.**

Practice representation at PPG meetings

The timings for meetings was discussed with Ray asking if the meeting could be held

a little later. Dr Johnson said this could impact on Drs being available for meeting due

to evening surgery. Trevor suggested leaving the time at 2-00pm at least for now.

Maggie will continue to attend meetings as a Practice representative and, in case GPs

are not available to attend, to maintain links with the PPG and the Practice.

Contacting absent PPG members

It was suggested that we should think about contacting members of the PPG who have

not attended for some time, inviting them to submit comments or items they would like

discussed prior to the meeting so that even though they may not be able to attend, they

may be able to participate.

Date of next meeting:

Tuesday 9th August at 2pm.

Tuesday 27th September at 2pm