**BLOXWICH MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING MINUTES**

**TUESDAY 16TH OCTOBER 2018**

**Attendees:**

Dr Brand

Trevor Hancock

Julie Hykin

Ray Bunn

Tony Parker

Maggie Ward

Gail Crawford

Doris Clarke

Peter Clarke

1. **Minutes from Previous Meeting:**

All agreed a true record.

1. **Matters Arising:**

Maggie informed the group that a newly appointed bowel screening representative will make contact with the practice after the end of October to arrange a Bowel Screening promotion day. They will not require assistance from the PPG to hold this event.

Maggie also reported that there had been a problem with Online Access which was now resolved.

1. **Friends and Family Test:**

There were 8 cards completed by patients for July, 9 for August and 2 for September.

This will continue to be promoted by the practice to try and achieve a higher number of completed cards. Dr Brand mentioned that the anonymous patient survey has more response.

  

1. **Online Services:**

The practice has reached 34% which is above the CCG target set at 30%.

Julie stated that the Online Access facility was now different and not as user friendly. Others in the group agreed and had experienced problems. She advised the app is more easily accessed.

Julie also mentioned that she had encountered difficulty booking a slot online because very few were available. After discussion, it was decided it was probably due to clinician’s holidays and Louise not having online slots when she first started as Advanced Nurse Practitioner.

2 online appointments were available each morning and afternoon for each clinician. After checking, there were 8 online appointments available in the coming week.

1. **Car Park/Litter Picking:**

Please see email attached.



1. **Printer/Laminating Materials:**

No reimbursement is required by Julie at this time.

1. **PPLG Open Meeting 9.10.18:**

Trevor reported details of the last PPLG meeting held at Lockwood Surgery.

The meetings have undergone a restructure which appears to be less efficient. There were only 8 members of the public in attendance. Member numbers have been lost from the previous meetings structure. Previously the meetings started with information from the CCG and 25-30 members of the public attended.

There were no Minutes produced from the previous meeting, only a summary.

Trevor will attend the next PPLG meeting held in December and report feedback to the PPG meeting in January 2019.

Julie said the dwindling attendee numbers could also be because previous meetings have not really achieved anything.

1. **Any Other Business:**

Tony asked if the current situation of not being able to book/have pending more than two appointments through Online Access could be increased to enable patients to book/have pending one GP appointment and up to two nurse/HCA appointments. Maggie will contact Emis.

He also enquired about the litter bins which had been outside the entrance of the building. It was explained that used needles had been disposed of in them and had, consequently, resulted in removing the bins.

As there was no evidence of discarded needles strewn on the floor and no problems with rubbish accumulating outside (there is a rubbish bin just inside the entrance doors), the bins would not be reinstated.

Tony also mentioned that the TV screen by the side of the reception entrance was a potential hazard for patients to bump into. However, the screen belongs to Field Road Surgery and had been in place for many years with no problems reported.

Doris asked where the Fire Exits were and if they were signposted. This was determined and Maggie explained that frequent fire drills were done and each practice had an appointed Fire Warden whose job included ensuring all patients in the building were safely evacuated.

\*Please note, in the event of the automatic entrance doors not working during an emergency, each practice has a key to operate the doors manually.

Peter pointed out that the concrete pillar in front of the reception desk could pose a potential hazard preventing the patient’s exit. After discussion, it was decided that the building was erected in accordance to Fire Safety regulations and that there was adequate room around the pillar for patients to negotiate.

Julie expressed her disappointment that 35 surgeries had signed up for the Cancer Champion project but did not include any practice within Pinfold.

Dr Brand explained that in BMP the clinicians covered Cancer Championing themselves. More information regarding the project is available now than in the beginning which might account for why no other practice in Pinfold signed up for the project. Retrospectively, it may be too late to be included in the training that has already begun.

He will, however, look at this matter again.

Julie also mentioned that she required a blood test recently and found that there were no available routine phlebotomy appointments for 2 weeks. She chose to have the blood test done the same day at the Manor hospital. She was impressed that the practice receptionist had rung her 4 hours after the test with the results as Dr Alam had recognised that she was worried about it.

Ray thought it was a pity that appointment systems could not be waivered.

Dr Brand said there were pros and cons to operating a walk in service and appointment system. However, he added that urgent phlebotomy slots were always made available.

\*Information gleaned after the meeting.

**Dates of Next Meetings:**

Please note that this meeting time has changed from 2pm and that all future meeting times will be 1pm.

22.1.19 at 1pm

26.3.19 at 1pm