

PPG Meeting Minutes Burnley Medical Practice

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| Date: | Wednesday 17th May 2017 |
| Attendees: | PRACTICE: Faraz Ali (Practice Manager) FA ; Jean Harris (Assistant Manager) JH PATIENTS: Peter Latham (Chair of PPG) 19 patients – details held in the practice |
| Place: | Burnley Medical Practice |
| Agenda: | <ul style="list-style-type: none"> • Introductions and copies of minutes from the previous meeting handed out. • Feedback on recent open day • Relocation of premises • AOB • Date of next meeting |

| Item | Description |
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| 1 | Chaired by PL |
| Introductions | |
| 2 | Introductions made by AT Medics and the PPG group |
| 3 | Patients were asked to register their attendance and were thanked for attending |
| 4 | Minutes from the previous meeting were available but not discussed as most attendees were new to the group |
| 5 | FA briefed the group about AT Medics their aims and standards for patient care. He then went on to inform the group that AT Medics had secured funding through NHS England Property and the CCG. They are meeting regularly to discuss the relocation. This would more than likely be in the suite of rooms on the ground floor but this was not confirmed at this time as there is availability in the Centre for other accommodation, however it would include a minimum of 7 and maximum of 9 clinical rooms. It is hoped that the relocation will be complete by the end of the year. |
| 7 | <p>The recent open day promoting the PPG and community services in the area was very successful with a good turnout.</p> <p>This led on to a discussion on additional services some already introduced but following the relocation to larger premises it is hoped that they will expand more on these. ECG's, 24hr BP's mean patients will no longer have to go to the hospital to have these done. PL asked whether we were carrying these out under a prevention screening programme but it was explained that only specific groups on certain medication who require ECG monitoring would be called, others would only be carried out on patients who had been referred for one by a clinician.</p> <p>Minor surgery was discussed but until we have adequate facilities we cannot proceed with this service.</p> <p>Other additional services carried out for specific groups are chlamydia screening and NHS Health checks. Smoking cessation appointments will also be available soon.</p> <p>The group suggested that we ask the GP's what other services they would find useful and would like to see introduced. JH to action</p> <p>The other additional service the surgery will be promoting is for Carers, it can be difficult to identify all the people in this group to be able to offer them the help and support that is available and so there will be a strong push to help this group.</p> |

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| 8 | <p>AOB</p> <p>FA asked the group for their opinion on whether they feel they are receiving too many texts from the practice inviting them for various reviews and reminding them of appointments following some comments by patients that they were getting bombarded with them. Nobody felt that it was too much and they liked the idea of the reminders and it helped to reduce the amount of missed appointments, although the option to opt out of these was discussed. One of the group asked if it was possible to have physio as an additional service as there is such a long wait for this service however this is not available in the group of additional services.</p> <p>FA informed the group about future staff changes, Dr Batool will be reducing her hours to just 2 sessions a week and we will be having a Physician Associate and Pharmacist to fill in the gaps, FA spoke about what their roles would be. We also have 3 additional reception staff members.</p> <p>FA highlighted to the group ways in which they can register for On Line Access and order prescriptions electronically. Also the increase in phone call appointments to reduce the waiting time for contact with the doctor wherever suitable.</p> <p>We also discussed the vaccination programmes that the practice will be promoting and who would be targeted</p> <ul style="list-style-type: none"> • Whooping cough for pregnant ladies • Shingles for over 70's • Pneumonia • MMR catch up • MenACWY <p>PL raised the subject of the web site and asked when the photos of staff were going to be put up. JH will chase this up. The subject of charges for non NHS work were discussed.</p> |
| 9 | It was decided the next meeting would be Wednesday 13 th September again at 5:30pm |