

Bradford on Avon and Melksham Patients' Participation Group

Minutes of General Meeting

Tuesday 12 June 2018, 7.00 to 9.00 pm
The Health Centre, Bradford on Avon, BA15 1DQ

1. Welcome and Introduction

Sue Walters, PPG Chairman, welcomed everyone to the June 2018 general meeting of the Bradford on Avon and Melksham Patients' Participation Group.

Sue then introduced Dr Kevin Foreman who gave a talk about Physiotherapy

2. Talk by Dr Kevin Foreman on Physiotherapy

Dr Foreman began with an outline of the practice of physiotherapy, followed by the training and specialities of physiotherapists and the type of conditions e.g. lower back pain, hip joint problems, sprains, arthritis etc attended to and treated. More details were given of specific conditions and any treatments available. Dr. Foreman emphasised the importance of exercise in keeping everyone mobile through out their lives with the recommended 150 minutes of exercise per week as national advice.

The talk was well received with lots questions asked and more information given. Sue Walters then thanked Dr. Foreman for a very interesting and informative talk.

3. PPG Business

Sue Walters introduced the PPG business part of the meeting agenda.

3.1 Last PPG General Meeting Minutes of March 2018

These had been circulated, there were no matters arising and all accepted the minutes.

3.2 Update on PPG Finances

Jen Andrews, PPG Hon. Treasurer gave an update of the PPG finances. The amounts are £1292.72 in the building society account and £16.10 in petty cash. Total PPG fund at present is £1308.82.

£600 will be donated for the purchase of dementia friendly items for the surgery. £500 will be donated towards the cost of Coagucheck INR equipment. As the PPG balance will then be depleted, fund raising by a raffle will take place during the flu vaccination sessions.

3.3 PPG Raffle at the flu sessions

Sue discussed the arrangements for the PPG raffle to be held during the flu sessions in September, October and November at the Health Centre and other venues. Sue asked for volunteers to help at the sessions and she will email the rota when all the volunteer slots have been finalised. All were asked to donate prizes for the raffle.

3.4 Future PPG General Meetings.

Sue discussed the future PPG meetings to be held on 18th September (AGM) and 4th December. The next health talk topics will be arthritis and telemedicine.

4. Practice News

4.1 General Update

Debbie Hyatt, Patient Services Team Leader, gave an update of various items of news of the activities at the Practice. Items discussed included:

Practice re-organisation

Debbie gave an update of the recent re-organisation of the clinical and administration staff at the health centre and distributed leaflets of the new structure to the group.

GDPR

A new practice privacy notice was distributed to the group, copies will be available for patients in reception areas and online. The patient leaflet is being updated with new information about patients' access to their medical records.

Online Access

Information was given about the patient online access at the practice and a leaflet was distributed. Details included the online account registration, type of patient records available, repeat prescriptions, cancelling appointments etc., additional facilities will be added soon. The patients are encouraged to use the online services more.

Social Club

A new Social Club, in conjunction with the Leg Club, for 65+ years of age patients is being set up by the Transferring Care for Older People team on Mondays 9 - 11am.

4.2 New Appointments System – Update

Dr. Patrick began by thanking the PPG for the donations of dementia friendly items to the practice. She then gave background information about the national problem of a lack of GPs in Britain, the change in work patterns and the large increase in patient numbers and consequent increase in health services needed. Then Dr. Patrick gave an update on the operation of the new appointment system that has been running for the last few months at the practice.

There was a very detailed discussion by the group about the time scale of booking appointments, the length of time to get through on the phone to arrange appointments and the reception and clinical staffing levels. These issues are being addressed by the Practice. Various improvements have been installed after receiving feedback comments from patients. More online facilities for patients are being expanded in the near future which will help with the concerns raised. More details of these new facilities will be discussed at future PPG meetings.

4.3 New Prescription Ordering Direct System

Due to time constraints the new prescription ordering direct system will be discussed at a future PPG meeting.

Future Dates PPG General Meetings - 2018

Tuesday 18th September

Talk - Arthritis; PPG AGM

Tuesday 4th December

Talk - Telemedicine; Christmas social and raffle prize giving

Denise Ramsay
Hon. Secretary,
BoA&M PPG