

The Burnhams Surgery
Minutes of Patients Participation Group Meeting
Held on
Tuesday 5 May 2015
1.00 pm – 2.00 pm

Present:

Mike Strong	Chairman
Pixie Maclean	
John Crombie	
Dr Marcus Brudenell	GP
Tania Goodliffe	Practice Manager
Sam Sandell	
Carole Ransom	Senior Practice Nurse
Peggy Sizeland	

Apologies for absence:

Dr David Ince	GP
Daphne Potter	
Peter Forbes	
Flora Mimms	

Minutes of previous meeting

Action

Minutes from previous meeting of 13 January 2015 approved as correct record.

Matters Arising

Name badges – TG stated these are being organised. Also staff are being issued with new uniforms.

TG

CQC

DP and MS were interviewed by the CQC inspectors and from that MS raised the following points:-

- It was suggested that the PPG try to recruit younger members and the inspectors had suggested maybe recruit local students who are planning a career in the NHS. After discussion it was agreed that this might not be possible as we have no high schools/colleges within our catchment area and it could prove difficult for them to attend the meetings as they are held early afternoon. Confidentiality was also raised as an issue.
- Informing patients about the PPG needs to be addressed. To this end MS has drafted information to put on the notice board in the waiting area and suggested that members photographs' were alongside this information. TG and MS to take this forward. The members present raised no objections to having their photos taken.

MS/TG

MS will approach the EDP to hopefully get an article published on funding/giving for services like the community car scheme.

TG stated that the inspectors had no concerns and in general had high regard for the practice. We are still awaiting the report. PM asked if a good report would help with any future funding. TG said it would certainly do no harm as it was apparent that we were lacking space, therefore unable to offer our patients further services.

GP Issues

No GP issues as far as GP's concerned other than there may be changes after the General Election on Thursday..

MS asked why there seems to be a delay on patients receiving an appointment when they have been referred to secondary care. MB explained that all 2 week wait and urgent referrals are usually dictated and processed the same day. Routine appointments are generally sent within a week but in some cases this may be two weeks.

PS asked why some blood tests had to be repeated or patients had to travel to the hospital to have them done.

MB explained that some tests, i.e. potassium, had encountered problems since the bloods have been going to Norwich instead of Kings Lynn. With the introduction of an additional collection this had improved the situation.

Patient Services

TG asked the members if they would be willing to help in the surgery and be a signpost for patients.

- PPG newsletter, possibly quarterly. SS agreed to take on and TG will pass on relevant information to include i.e. medicine management, flu clinic dates, new txt msg service etc.
- Help out with new technology i.e. be on hand to help patients use the automated check-in service and update patient demographics and help with patient surveys
- Be on hand to help at flu clinics asking patients to fill in forms.
- Also discussed setting up a PPG suggestion box in the surgery.

SS/TG

All to note

All PPG members present agreed to taking this forward.

Reception Manager

TG asked the meeting if there were any objections to the surgery reception manager attending the meeting. All members felt that this would be useful.

Nursing Issues

No nursing issues to report.

Burnham Market Area Community Car Scheme

Attached BMAACS newsletter.

AOB

DNA's

TG to publish DNA's although as a general rule we do not have many patients who do not attend their appointments. TG

TG raised the idea of the surgery having a regular section in the Parish magazines. This was thought to be a good idea.

Gentle Exercise

JC informed the meeting of a gentle exercise class in Burnham Market village hall run by Brenda Welsh-Smith. It is held on Friday's from 10.00 to 11.30 am. CR asked if we could have a poster to display in the surgery.

Date and time of next meeting: Tuesday 8 September 2015 @ 1.00pm

Burnham Market Area Community Car Scheme

5 May 2015

A short report for the PPG meeting

Dr. Ince gave a First Aid talk and demonstration at our AGM on Thursday 23rd April - the drivers found this very interesting and thoroughly enjoyed the demonstration.

17 drivers + friends attended and after the meeting refreshments were served.

We continue to take 40+ passengers each week to appointments. 2 new destinations a medical clinic in Littleport and a Neurophysiologist located in Hockering.

Daphne - co-ordinator - BMACCS

URNHAM MARKET AREA COMMUNITY CAR SCHEME

(BMACCS)
The Village Hall
Kirkgate Street
Holme-next-the-Sea
Hunstanton PE36 6LH

Tel: 01485 525511
e.mail: daphnepotter21@yahoo.co.uk

Patient Participation Group Meeting – Tuesday 13th January 2015

STATISTICS

During our first year – 2004 – we did 1,732 single journeys taking passengers to 866 medically related appointments travelling 16,356 miles.

10 years later - 2014 – we did 6132 single journeys taking passengers to 3,066 appointments travelling 41,161 miles - an average of 511 single journeys monthly.

We did a journey to Dorrington House Residential Care Home on Christmas Day – helping a family to enjoy Christmas Lunch together.

Our journeys are continually increasing.

DRIVERS

2 new drivers have joined us – 1 from Wells and the other North Creake.

FUNDING

I have submitted an application for a further 3 years funding from Norfolk County Council

Daphne Potter
Co-ordinator

Co-ordinator: Daphne Pottter
Treasurer: Stafford Snell MBE

Chairman: John Crombie
Secretary: AlisonTaylor