**Minutes of Bingley Medical Practice**

**PPG Meeting**

**12th March 2018**

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| **Agenda Items** | **Minutes** | **Outcome/Action** |
| **Apologies and Welcome** | **Present:** Jill Wadsworth, Michelle Beaumont, Pam James, Dave Rawlinson, Ian Hodgson, Lynne Asquith, Kathie Naylor, Lisa Wade, Pam Vinnicombe, David Child, Emma Oates.**Apologies:** Akram Khan Cheema, Norma Bartle, Carey Dowson, Margeret Tetley, Jean Gallagher. |  |
| **Minutes of Last Meeting** | Minutes of Monday 15th January 2018 - Approved         | ApprovedA |
| **Patient Concerns, Comments & Suggestions** | 1. Complaint from a patient regarding receptionists asking questions about their symptoms when telephoning for a triage appointment.

 2. Jill is having a meeting with the receptionists shortly. | Dr Pitcairn explained that the Doctors would like to know as much about the patients before they telephone the patient back. She also said that the receptionists were being trained as to what to ask a patient.Jill to meet with the receptionists and to take the comments of this patient to them |
| **2018 Action Plan** | Jill reported from the Executive Committee that they had reviewed the 2017 Acton Plan and 90% of the tasks had been completed. The other 10% have been carried over as on going.Jill presented the 2018 Action plan to the PPG and asked if there was anything else to add. | Congratulations to the PPG that all the things were accomplished.The 2018 was passed  |
| **Dr Bridget Pitcairn****Retirement** | Dr Pitcairn was presented with a retirement card signed by the PPG along with a voucher for her local Garden Centre and flowers. | Dr Pitcairn was very grateful for her retirement gifts and card from the PPG.She also made a little speech where she thanked the PPG for everything that we do and stated that it really helps the practice to have such an active and dedicated PPG. |
| **Extended access up-date** | Jill gave a brief summery of how BMP has been turned down as a sight for the Hub. She told the committee that Shipley Medical practice had been given it instead. **Phase 1** of the Hub has to be up and running by 1st April at Shipley (BMP patients not included in this phase)**Phase 2** by October.We, Bingley Medical Practice BMP, have been unsuccessful in getting any provision for our (Bingley Bubble patients) in phase 1 at Canalside.However, BMP and us their PPG are continuing to argue that in phase 2 provisions could be 1 or 2 evenings at BMP Canalside to serve 33% of North Bradford’s patients 42,000 patients.BMP has put this suggestion, in form of a bid, to Vicki Wallace CCGObviously having the support of the other practices in the area (Bingley Bubble) would help my arguments greatly. Jill to contact them. | Jill to send e-mail to Vicki Wallace CCG to support the practice in their bid.Jill to contact the Bingley Bubble PPG to hopefully get their support for BMP’s bid. |
| **Report back from the 4 X PPG’s** | Jill explained that at the meeting held on 19th February the group decided to include Baildon and change their name to Bingley Bubble PPG.They discussed the success of the Dementia Play that was held at Bingley Little Theatre and felt that other event could be organised as a group event. | Kathie Jill and Norma to continue being representatives at their meetings. |
| **A.O.B.** | * Cafe upstairs - Norma Bartle was speaking to Dr Haslam, who is a member of HALE to see if we could use the cafe rather than it be left standing empty. Dr Haslam told Norma that HALE still held the lease and as long as we didn’t use the kitchen area of the café then we could arrange groups to meet. Unfortunately since this conversation HALE has given up the lease and the cafe is now going to be taken over by a commercial venture.
* There will be guest speakers giving short talks on alternate months of the PPG Meetings. The next meeting will have a speaker from Airedale Hospital
* Jill & Ian are to design and give certificated to Jessica and Nadia for their contributions to the PPG.
* Kathie spoke on behalf of Ophelia Lightowler wanted to know if it would be possible for her to apply for a holiday job at the practice.
* Jill asked for a volunteer to join her in the back office for a day and then write a report.
* Dave Rawlinson said that the Doctor training was all going very smoothly
* Emma Oates is still gathering information regarding the groups for young mums. & Babies
* Jill brought up the on-going issue about when a patient gets a text regarding test results its not always signed by the GP that has looked at them.

Dr Pitcairn explained that all test results are viewed by a GP before the patient receives the text. She went on to explain that blood tests that came back normal had a standard text message set to patient that wasn’t signed. Jill felt that some patients didn’t understand this and may think a receptionist has sent the e-mail. She said it should be clearer. Dr Pitcairn said that she would ask the computer engineer to look at the pre-sets for the computer system….She suggested that patients should ask for a text with results and that if patients don’t hear from the surgery then they should ring in and not just assume that everything is ok.* Jill asked Carey In the light of Dr Pitcairn’s retirement which GP’s would be present at our PPG Meetings - The surgery can’t afford to fund a GP to attend our meetings, Carey has asked if Bi monthly a member of PPG could attend the GP’s Monday meeting instead?

Members felt that this devalued the importance of the PPG, | David Child to organise the speaker.Jill and Ian to arrange thisIt was decided that it would not be a conflict of interest for her to apply for a job at the practice.Pam Vinnicombe & Margaret Tetley to join JillJill thanked Dave for all his hard workCarey said that Dave & Louise are doing a great jobEmma to give Carey her details in order for him to promote NCT To come in & give a space for mums to come together.Dr Pitcairn said that she would ask the computer engineer to look at the pre-sets for the computer system….Jill to take our views back to Carey that we would like a GP at our meetings. It could be a rotation of GP’s |
|  **Date of next meeting** |  **Monday 14th May 2018 Also AGM** |  |