**Minutes of Bingley Medical Practice**

**Patients Participation Group**

**Monday 8th September 2014**

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| **Agenda Item** | **Minutes** | **Outcome/Action** |
| **Apologies and Welcome** | **Present** : Kathleen Naylor (Chair), , Ian Hodgson, Carey Dowson, Dr Bridget Pitcairn, Lynn Asquith, Madelaine O’Bierne, Jean Gallagher, David Childs**Apologies:** Jill Wadsworth, Alistair Coy, Dave Rawlinson, Ann Howarth |  |
| **Minutes of Last Meeting** | Approved : Alistair Coy was present for meeting 14th July 2014. |  |
| **Matters Arising** **(not covered by items on the agenda)** | **Gathering feedback from the public :** 1. Sealed box for suggestions will be made available on the table. Kathleen will collect items and collate them for the next Meeting.
2. Sheets for comments and complaints will be designed and sent to PPG (only year of birth will be personal data needed).
3. After comments are collated they will be posted on the website, practice newsletter and notice board (“you said we did” format).

**Members to receive “acronyms for NHS”****Synchronisation of medications**Patients should ask Doctors to “balance” all their prescription on one list and also speak with their Pharmacist so they can pick up their medications all at the same time and also not run out of them suddenly. **Patients obtaining results of tests**If results are acutely abnormal the GP will phone the patient.  | **Kathleen****Carey****Bridget to distribute****Carey & Bridget to discuss at Practice Meeting** |
| **Practice Report** | **Ultrasound**Will be travelling here so patients do not have to go to Airedale Hospital on Wednesday afternoons for Bingley area.**Flu and shingle shots**Letters are going out to certain aged patients and dates and times are indicated. **Blood Clinics**Monday, Tuesday, Wednesday & Thursday are available now but appointment only system will be on Fridays. Carey received the teens questionnaire results from Wilsden (only 12 were from the Bingley practice).  | **Carey to hunt and see if they can be located** |
| **Patient Comment & Suggestions** | **Question was raised on the expectation of reception staff**Carey responded that it’s a tough job being a Doctor’s receptionist trying to deal with the myriad of patient’s requests and requirements. Although we operate at a good level – we can never be complacent.There has been some staff training organised for all patient facing staff by the CCG (800 in total across Bradford) and all our staff shall be attending. All receptionists should wear a name badge and should always introduce themselves on the phone. We have undertaken some internal training of reception staff so this should not be a future problem | **PPG members please advise if receptionists don’t wear name badges or don’t tell you their name on the phone.** |
| **Sub Group Reports** | **Notice Board**Jill & Ian co-ordinated laminated notices (A3). It was suggested that an A4 poster might enhance the notices. Electronic notice board was felt to be a great success. **PPG leaflet**Draft copies were distributed – some modifications suggested. Perhaps a photo of the Group on front. Wording to include :-“patient experience” and a tear-off comments sheet. **Promotion** at Flu Clinics was discussed and a draft “crib sheet” to be referred to when speaking with the public was shown. (Leaflets could also be distributed at Coffee Morning). **Macmillan National Coffee Morning**Although Sue Ryder is our main palliative provider, the Group agreed to hold the Coffee Morning on Friday, 26th September between 10am and 12 noon in the cafe. Posters to places outside the Practice will be distributed. A tombola and tea/coffee and cakes will be served. The Group was encouraged to “spread the word” and bring cakes. | **All PPG members to consider images****Ian & Jill to bring final draft to next Meeting****Kath**leen & Madeleine to revise**Kathleen, Lynn and Jean to organise** |
| **Attendance at Practice Meeting** | Two PPG members may attend on the Monday before 22nd October, Flu Clinics begin and after PPG leaflet is finalised. | **To be agreed later** |
| **Reports** | CCG Meeting – 14th October 2014 and venue to be decided. Dania has become Health Watch Observer. All are welcome to attend.  |  |
| **Any Other Business** | **Scheduling Appointments**Often it is a long time span for scheduling an appointment.**Warfarin Clinic**This is now in this building but is done by Airedale people. **Copies of the “Practice Booklet”**This is usually given to all new patients (too expensive to do continuous distribution to all patients. PPG members will be given a copy. **Open Day plans**Jill, Kathleen, & Madeleine to organise.  |  |
| **Date of Next Meeting : Monday 10th November 2014** |

**BINGLEY MEDICAL PRACTICE**

**PATIENTS FORUM**

**AIMS AND OBJECTIVES**

**AIMS**

The Bingley Medical Practice Patients Forum is a group of patients who together try to make a positive contribution to the services offered to all patients by the Practice. It will help the Practice to develop a partnership with patients to discover what a range of patients think about services and to establish their priorities.

**OBJECTIVES**

The Objectives are:

* to provide a patient perspective to inform the running and future of the Practice & contribute to Practice decision making
* to form a two-way communication bridge between patients and the practice
* to highlight any services that could be improved
* to proactively seek new members for the group
* to develop and support a “Virtual Patients Forum group”

**SCOPE**

The scope of the Forum is limited to clinical and other services offered by Bingley Medical Practice to patients of that practice. Other clinical services not under the control of the Practice are outside the scope of this group.

**METHOD**

The “day to day” guidelines

* The group is not a forum for individual complaints & single issues
* We advocate open & honest communication & challenge between individuals
* We will respect each other
* Silence indicates agreement – speak up, but always go through the Chair
* No phones or overtalking
* We will start on time & stick to the Agenda
* We will have an elected Chairperson & Secretary & meetings will be held regularly