Market Harborough Medical Centre & The Bosworth Partnership Patient Participation Group Minutes Of Annual General Meeting held on 20th March 2018

Present:

Barbara Johnson (Chair), Brian Smith, Jennifer Dixon, Annette Rogers, Chrissie Willis, Dan Markovic, Natalie Pollard

1. Apologies For Absence:

Mike Cheeseman, Gaynor Sandercock, Wendy Budwal

Barbara will contact Mike and Denise

2. Nominations

	Action
Barbara was nominated and seconded as Chair	
Annette was nominated and seconded as Vice Chair	
Natalie was nominated as secretary	

3. Minutes Of Last Meeting; Matters Arising; Acceptance:		
	Action	
Last year's AGM minutes to be completed and e-mailed to members.	Natalie	
Matters Arising:		
St Lukes League of Friends: Barbara has been invited to attend League Of Friends AGM on Thursday 5 April 2018 at Lenthall House, Jennifer is happy to attend with Barbara. It would be a good opportunity to liaise with them and there might be collaboration opportunities. The League of Friends main purpose is fund-raising for equipment.	Barbara & Jennifer	
Welland Park Artwork: Ruth, the Physio at St Lukes has displayed some of the posters in her room. There is beaurocracy around displaying posters elsewhere at the hospital. The group would like the remaining pictures to be displayed on the notice-board at the Medical Centre on a rotational basis.	Natalie to laminate and display	
Brian is keen to engage with Husbands Bosworth School to do a similar project, with Dan's permission. Dan advised it is early days for the new surgery, there are currently no noticeboards. It will be best to consider again once the move has taken place.		
Teenage Life Coaching leaflets : these were circulated to GPs previously. Wendy not present at this meeting.		
Meet & Greet: see item 5.		
Practice Leaflets: Dan is waiting for the completion and move to the new Bosworth Surgery before updating them.		
Barbara has a Winter Patient Newsletter : the practice tries to produce these twice yearly, there has not been a recent edition. A copy will be		

emailed to PPG members.

Road Markings at St Lukes: there is no central reservation for anyone turning right from the A6 into St Lukes Hospital and it does not feel very safe without a central refuge. Also considered to be poorly marked for anyone new to the area.

Barbara to contact Leics. County Council

Natalie

There has not been anticipated complaints regarding car parking at St Lukes. Patients attending are transient and leave following their appointment.

Julie Cromack: Once it is known when The Bosworth Surgery Opening will be, an opening ceremony will be planned.

Welford Surgery: currently held in Welford Village Hall, the premises are not ideal but clinics will continue there.

The new Bosworth Surgery: On Thursday 22nd May the CQC (Care Quality Commission) are due to inspect the new surgery to ensure the premises meet their standards.

The policies from the old surgery will be transferred and amended in line with the new surgery.

There will be publicity when the surgery opens and an official opening ceremony.

Brian asked about a prescription which he was told would be at The Medical Centre but when he came to collect it was at The Bosworth Surgery. It was thought this was human error and apologies given to Brian.

Brian asked about 2018 Flu Vaccinations: Dan said that we have been instructed to use certain vaccinations this year some of which will not be available until mid-October. Different age groups will require different vaccines.

Hydrotherapy Pool: Annette has tried to contact Alec the owner of Archway House, Receptionists there have not heard anything regarding a pool. Barbara feels there isn't a role for the PPG unless doctors can refer patients to it once it is built.

Market Harborough Leisure Centre does not have a hydrotherapy pool, it is felt the water in their swimming pool is not warm enough to benefit patients with fibromyalgia.

The minutes were agreed to be a true record of January's meeting.

4. Business & Finance Manager Practice Update

The new **Bosworth Surgery** is complete and ready to move into however there is no N3 connection, this is the secure internet channel required for electronic patient records. This is the fault of BT Openreach

and because the new surgery was allocated an incorrect post-code. It is thought that opening will be delayed until mid-April 2018 which is very frustrating.

Physical medical records have been moved from the old to the new surgery.

Once open the surgery's telephone systems will integrate and telephone calls can be taken at either site, there is more space at the new surgery.

Dan will arrange for PPG members to visit the new surgery.

Natalie will confirm date

Whistle-blowing Policy: Dan has clarified that other health care providers do not use a representative from their PPG as an independent rep so suggests that we also do not. Barbara asked if patients wish to raise a complaint at a Meet & Greet session who should this be directed to. It was advised that a Complaints, Comments & Compliments Leaflet is available from Reception which informs patients how to raise complaints and where to go for independent advice.

St Lukes has celebrated its First Anniversary: all is going well and the doctors are happy. None of the expected problems have occurred. Occasionally a patient has arrived at The Medical Centre when their appointment is at St Lukes.

Dr Blake is currently absent and locums are being used to cover and other doctors are seeing his patients.

It has been a busy winter for the surgery.

5. Any Other Business

Barbara and Annette would like to attend **the NAPP Annual National Conference** on 9th June 2018, there is a fee for this. Annette would like to get advice about how to encourage more patients to join the group. Dan agreed the fee.

Natalie to ensure invoice gets paid and details sent.

The Meet & Greet dates in June have been rearranged to 4th and 6th June 2018 to coincide with NAPP PPG Awareness week. Barbara has printed off NAPPs resource pack. We could arrange a photographer and have a press release in the local news. Suggest the group meet at 10.30am on Monday 4th June. Chrissie is on holiday so can't attend.

Dan advised photo needs to be contained with no patients in the waiting room visible.

Barbara will write a note to send around the group.

Roadshow: Suggested holding a PPG/Health roadshow on the flu day for Under 65's, either Wednesday or Saturday morning, when there is a captive audience. Local health providers could be invited to have stalls, could give out small items, ie: pens. Barbara to speak to Julie Simpson

Natalie to inform Barbara once date if known.

Barbara had no success regarding defibrillator training but Julie Simpson advised there is a nurse in the practice who does the training?

Concern around the volume of patients in the waiting room on Flu Days and the amount of vaccinations/time for these to be done.

Previously PPG members helped greet patients and direct them to the correct clinics.

If members have any ideas regarding this please let Barbara know.

LED screen in waiting room: Jennifer had encountered a patient in the waiting room with poor eyesight who was not able to read the screen, also screen can be obscured by people queuing for the reception desk. There is a TV screen at St Lukes and patients are announced.

Next Meeting: Tuesday 17th July 2018: 3.30pm until 5.00pm

at St Dionysius Church Hall, next to The Medical Centre