



Minutes

Boultham Park Medical Practice Patient Participation Group Meeting 5th December 2019

PRESENT: Isobel Webster (Acting Chairperson)
Neil Hewson (Practice Manager)
Brian Harding
Janet Harding
Cathy Hanger
Sandra Williams
Dr Coffey (GP Representative)

APOLOGIES:
Angi Smith
Rosie Damarell
Maggie Pitts

Agenda Items

The meeting was opened at 18:30 hours.

1. Welcome & Apologies

Isobel welcomed all to the meeting. Apologies were given on behalf of Angi, Maggie and Rosie who were unable to attend.

2. Minutes of Previous Meeting

Isobel asked if everyone had read the previous meeting's minutes and asked for it to be confirmed that the minutes were a true record of the last meeting.

Proposed Janet

Seconded Brian

3. Carers Quality Award Update

The Lincolnshire Care Awards celebrate outstanding care workers, teams and organisations from across the county and is aimed at supporting unpaid carers. Many of the BPMP patients are doing this so the Practice want to see how we can improve in terms of both policy and awareness and the possible practical steps it can take to make life a little easier for these carers. The Practice has signed up to work towards the Lincolnshire Carers Quality Award.

Action

Carried



Minutes

Boultham Park Medical Practice Patient Participation Group Meeting 5th December 2019

As an initial step, the organisers/assessors for this award scheme were invited to talk to BPMP staff on Tuesday 19th November and members of the PPG who might be interested in attending in order to collaborate to work towards the award over the next 6 months. This means that the collaboration would include a patient perspective. Janet and Cathy agreed to attend.

Janet informed the meeting that it was good to work with the Practice and felt she got a lot out of it. Cathy agreed and felt it was worth her time although she wasn't sure about the training style. She was impressed on how much knowledge the BPMP staff had on Carers.

Neil is currently waiting for a workbook concerning 'Carers Policy' to ensure the BPMP policy is aligned correctly. He is waiting confirmation of the next meeting and will inform Janet and Cathy so they can also attend.

Carers attending hospitals can also be issued badges by PALS. Having a Carer's badge on, with its distinctive orange lanyard, means they will be visible and recognised for the important role they play. Carers will be allowed free visiting on the hospital wards. For further information see www.everyone.org.uk

All

4. Practice Update

Neil presented the update which is summarised as follows:

- a) TV adverts have been removed and the Practice intends to replace this with a large screen TV with a split screen to provide relevant information to attending patients. Colin has agreed to help Neil with this.
- b) Some of the chairs in the waiting room have been replaced with new ones. This is an ongoing service.
- c) A new GP Mr. Ogba is with the Practice for 3 months
- d) Nurse Trainee Jess will be staying after January 2020
- e) The Practice has provided two additional rooms for nurses.
- f) Children's Services - 6/8 week baby checks on Wednesdays with GPs followed by first vaccinations with the Practice nurses will continue as per the current process but other children's vaccination appointments will now be available throughout the nurse rotas rather than being at



Minutes

Boultham Park Medical Practice

Patient Participation Group Meeting

5th December 2019

set times. Hopefully this will provide more flexibility for parents/carers of these children

5. BPMP Website

Neil agreed that the current website is looking dated and that this is currently being improved by the hosting company in conjunction with the Primary Care group.

Additional changes that are being considered include a CCG requirement to get 75% of Primary Care Network online with things such as 'Ask My GP'. There is also 'Q Doctor' which is a Skype type facility for video consultation but this will require a separate terminal and office room. Details of this are currently being waited for.

Although comments from the PPG members included consideration for those in the community who were not IT confident, Neil confirmed that we need to embrace the changes as they were happening and that some of it will be beneficial. Considerations include logistics and privacy. There are more IT Applications planned for patient's use. Neil will keep the PPG updated

Neil

6. Social Prescribing

This is provided by volunteer services. It is when health professionals refer patients with social, emotional or practical needs to support in the community, in order to improve their health and wellbeing.

They are visiting practices to identify local social issues and will be once a fortnight ½ hour appointments for ½ day. Patients can also self-refer.

The Practice is currently waiting for leaflets.

All

7. Facebook

Isobel informed the meeting that there is a growing community following and that Katie and Jess are keen to add updates for such topics as:

- Cervical Screening
- Vaccinations
- General Health Messages



Minutes

**Boultham Park Medical
Practice
Patient Participation Group
Meeting
5th December 2019**

8. Any Other Business

Patient's Survey - This has not been carried out for some time. Neil asked the PPG if they would come up with questions to ask to ensure the survey is relevant. These are to be brought to the next meeting

All

Brian raised the subject of the cleanliness of the Practice facilities and expressed how good the standards of cleanliness was. He proposed that a vote of thanks should be given to the cleaners for their hard work. All the PPG members agreed and asked Neil to pass on the PPG thanks to the cleaners.

Neil

9. Next Meeting

The meeting was concluded at 20:00 hours. The next meeting is planned for Thursday 5th March 2020.

Colin Damarell
PPG Secretary