



Minutes

# Boultham Park Medical Practice Patient Participation Group Annual General Meeting 5th March 2020

**PRESENT:** Isobel Webster (Chairperson)  
 Neil Hewson (Practice Manager)  
 Brian Harding  
 Janet Harding  
 Cathy Hanger  
 Maggie Pitts  
 Rosie Damarell  
 Sandra Williams  
 Angi Smith  
 Dr Patel (GP Representative)  
 Colin Damarell (Secretary)

## Agenda Items

## Action

The meeting was opened at 18:30 hours.

### 1. Welcome & Apologies

Isobel welcomed all to the meeting.

On behalf of the Practice, Neil expressed his thanks to Isobel and Colin for their time as Chairperson and Secretary.

### 2. PPG Business

Isobel asked if there were any nominees to take over from her as the Chairperson for the PPG. Isobel volunteered to continue in the role.

**Brian proposed Isobel as the new Chairperson and this was seconded by Janet. Carried**

Colin volunteered to continue as Secretary unless anyone else would like to take over from him. There were no other volunteers.

**Brian proposed Isobel as the new Chairperson and this was seconded by Janet. Carried**



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### 3. PPG Meeting Dates for 2020/2021

A discussion was carried out to identify convenient dates for PPG meetings to be held over the next year. The dates for the meetings was suggested as:

25<sup>th</sup> Jun 2020

3<sup>rd</sup> Sep 2020

2<sup>nd</sup> Dec 2020 (NB Wednesday)

4<sup>th</sup> Mar 2021 (AGM)

These dates would be reviewed nearer the time of each meeting to ensure a minimum of 50% attendance.

It was discussed whether more meetings should be allocated during the year, however, it was agreed that with current work commitments this might be difficult to achieve. It was agreed that the PPG members would make use of emails to keep everyone informed between meetings

All

### 4. Minutes of the Last Meeting

Isobel asked for it to be confirmed that the minutes were a true record of the last meeting.

Proposed by Brian

Seconded by Cathy

Carried

### 5. Matters Arising

Janet asked if there had been any progress with the Lincolnshire Care Awards. Neil confirmed that they were still working on this and have a meeting booked for 17<sup>th</sup> March 2020 mainly to discuss the workbook which they are currently working through. The Practice did a couple of audits in 2019 and are looking for two Carer 'Champions'. There are currently 363 carers on the BPMC register and they are being contacted to confirm they are still a carer or have a carer. Neil confirmed they are on target to complete the register on time.



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#### 6. Patient Council Meeting

Both Cathy and Colin reported that they were concerned that they were both unable to attend the last meeting. However, despite both trying to contact the the Patient Council, both had received no response to their emails so did not know when the next meeting was planned.

Cathy and Colin are aware of the changes occurring within the CCG and made allowances for this but were disturbed that they had heard nothing.

Neil is going to follow up on the lack of communication.

Neil

#### 7. Practice Update

At the previous meeting, Neil had requested that the PPG members think of relevant questions to be put forward for the next patient’s questionnaire on which BPMP can make improvements. Isobel reminded the meeting that Dr Jackson had suggested questions around long term conditions and Cathy had suggested questions around Children’s services.

A ‘brainstorming ‘session’ then followed where Neil specified the need for questions relevant to the Practice that they can directly respond to rather than questions that are about subjects controlled nationally. The questionnaire is to be short and to the point so that it doesn’t become a chore to respond to. Many topics were suggested and in particular, the style of questions. It was agreed that the questions need to be worded to return constructive answers rather than being contentious and areas that the BPMC can act upon. This would include identifying what health pathway patients should take depending on the illness.

Isobel suggested that any questions members come up with are to be communicated via email so they can be saved.

All

It was agreed that Angi and Rosie would get together outside of the meeting to put some wording of questions together to ensure they are succinct and relevant. This would be shared with the PPG

Angi  
Rosie

The discussion also brought about the intention of PPG Members would be available in the waiting room for patients to approach if they have any questions or concerns about the Practice which they want raising. This has been tried before and it was felt that some people are reluctant to discuss face to face but



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it was still worth doing. Particularly if a room is made available. The Children's Room will be made available if required

All

Also, the use of Facebook is another way for patients to approach the PPG/Practice. There are almost 500 accessing the Practice Facebook and this is another route we can use to seek how the BPMC can improve what it provides.

The PPG also recognise that it is difficult to get the opinion of BPMC patients due to how busy people are and are actively seeking methods to try and gain responses.

Neil informed the meeting that progress has been made in finalising the new Practice webpage and that all Practices within the group in the next two to three months will be using the same webpage within. This is to ensure that Patients do not have different webpages to view when they have an appointment at another Practice under the Extended Hours process.

The Help Guides for using the webpage will need to be updated.

Colin

There will be a move to online video consultations and the Practice is setting up two rooms for this which will be coming in the not too distant future. This could also be used to provide advice too. Currently not compatible with the Practice software so waiting for that to be updated which is currently planned for 21<sup>st</sup> March. Neil will keep us updated.

Neil

There is also another NHS App available but requires quite a lot of detail to log on.

There is a new TPP App called **Airmid**. It is designed to bring benefit to clinician and patients alike with a seamless integration between SystemOne the intention is to bring every citizen closer to their care team.

Neil

Prescriptions will no longer be signed by Doctors but will be providing EPS tokens which are more secure by using barcodes and can be tracked. Online prescriptions will stay the same.

A question was asked why non repeat prescriptions were not sent to the chemists as with routine prescriptions? There is also no notification that this type of prescription is not sent direct to the chemist. Accepting that there are



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some prescriptions that can not be sent, what is the reason for this process? Neil was asked to clarify what is sent and what isn't sent as the current process is very confusing.

Also, where a chemist does not have a prescription available when a patient attends, what is the process to be taken now that tokens are now issued.

Neil

There are now two clinical pharmacists working across the primary care network (5 practices) and a third is due to start on 23<sup>rd</sup> March.

The Coronavirus pandemic was discussed and the steps at the time that were being taken (including the SMS message). Neil stressed the need for handwashing to be used as 'Best Practice'.

There is a planned telephone CQC inspection due on 18<sup>th</sup> March. This doesn't change the current rating but does identify whether a physical inspection is required dependant on the responses to questions asked.

Neil informed the meeting that Val Ratcliffe, who works one day a week providing Cytology services, is due to retire from the NHS.

## 8. Healthwatch Lincolnshire

Neil discussed the fact the Healthwatch are recruiting for a trustee to join the board. An advert has been included in the Newsletter if anyone is interested. Neil described the Healthwatch as a statutory body with a 'powerful voice'.

Isobel also informed the meeting that she had received a lot of paperwork with regard to the new Healthwatch Toolkit. Unfortunately, there wasn't enough to share around but she will look to putting it onto the Facebook page.

## 9. Next Meeting

There being no further business the meeting was closed at 20:00 hours. The next meeting is planned for 25<sup>th</sup> June 2019.

Colin Damarell  
PPG Secretary



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