



## Minutes

# Boultham Park Medical Practice Patient Participation Group Annual General Meeting 2nd March 2023

<b><u>PRESENT:</u></b>	Colin Damarell	Chairperson
	Neil Hewson	Outgoing Practice Manager
	Kristy Perkins	Incoming Practice Manager
	Brian Harding	
	Janet Harding	
	Cathy Hanger	Incoming Secretary
	Sandra Williams	
	Angi Smith	
	Rosie Damarell	
	Dr Coffey	GP Representative

**Apologies** Nil

### Agenda Items

The meeting was opened at 18:30 hours.

#### 1. Welcome & Apologies

Colin welcomed all to the meeting.

#### 2. PPG Business

Colin asked if there were any nominees to take over from him as the Chairperson for the PPG. Brian proposed Colin who agreed to continue in the role. He agreed to continue with producing the Newsletters but needed a Secretary as covering both roles was time consuming.

**Brian proposed Colin as the new Chairperson and this was seconded by Sandy.**

Cathy volunteered to take over as Secretary from Colin unless anyone else would like to take over the role. There were no other volunteers.

**Sandy proposed Cathy as the Secretary and this was seconded by Rosie.**

Kristy provided the details of Anna Pastuszko who had recently volunteered to join the PPG. Colin will contact Anna and provide her with the relevant information. It was also

**Action**

Carried

Carried



Minutes

# Boultham Park Medical Practice

## Patient Participation Group

### Annual General Meeting

#### 2nd March 2023

commented that more recruits were still needed to join the PPG and Colin will review the posters that need to be put up in the Practice.

Colin

### 3. PPG Meeting Dates for 2023/2024

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

31 <sup>st</sup> May	2023	Online Meeting
07 <sup>th</sup> September	2023	Online Meeting
07 <sup>th</sup> December	2023	Practice Meeting
07 <sup>th</sup> March	2024 (AGM)	Practice Meeting

These dates would be reviewed nearer the time of each meeting to ensure a minimum of 50% attendance. Invites will be sent electronically for the online meetings.

Carried

### 4. Minutes of the Last Meeting

Colin asked for it to be confirmed that the minutes were a true record of the last meeting. Sandy stated that her apologies had not been recorded. Colin apologised for the omission. There were no matters arising from the previous minutes.

Proposed by Brian

Seconded by Janet

Carried

### 5. Practice Update

Neil informed the PPG that he was no longer the Practice Manager and introduced Kristy as the new Practice Manager. Kristy will take over responsibility for the PPG as the Practice Manager going forward. Neil's role was now Practice Business Manager. This allowed both to focus more on their respective roles. Everyone welcomed Kristy and thanked Neil for the support he has given the PPG during his tenure as Practice Manager.

### Patient Survey

The Patient Survey had been carried out using Survey Monkey and Neil was pleased to receive 284 returns from the 1500 requests that had been sent out. This was a large



## Minutes

# Boultham Park Medical Practice Patient Participation Group Annual General Meeting 2nd March 2023

increase compared to the National Survey where there had only been just over 100 returns. Neil would like to thank all those who participated in the survey. The results will be published in the next Newsletter.

The responses overall were excellent but Neil commented that the main themes were as follows:

1. Some patients had stated they were unable to see their own doctor, this varies as capacity does not always allow this to happen.

Practice Response: If the requested clinician has appointments available then they will be offered; however, if a patient insists on seeing a certain clinician and they are fully booked then it may mean an extended wait before an appointment becomes available.

2. Many thought the recorded telephone message was too long.

Practice Response: This has now been reduced in length, but still contains pertinent points.

3. Patients wanted to be able to book appointments online.

Practice Response: The Practice has now enabled the Accrux on-line system (details below)

### **Accrux Online Triage**

This was now being used by the Practice and is available to patients for admin queries and online advice and for medical issues although this latter facility is only enabled until capacity is reached. It is not used to book appointments directly but is available for patients to enter information that would be triaged by Practice staff. Where necessary, the relevant appointment with the appropriate medical staff would be booked and the patient informed.

Patients should be aware that the system does take time out of the GPs working day to administer and while it offers an additional pathway into the Practice it doesn't generate additional appointment capacity. Patients are therefore requested to only

Colin



Minutes

# Boultham Park Medical Practice

## Patient Participation Group

### Annual General Meeting

#### 2nd March 2023

submit a request once. If they are repeated then this will increase the workload and slow the system down.

Colin will arrange for step by step instructions to be created and published.

#### Facebook and Website

A new Facebook page has been created as due to staff changes control of the previous one had been lost. The new one is now managed by Kristy and Kelly (Admin). Anyone who visits the old Facebook should report it as not correct. Rosie informed Kristy that she may have the access to control the original Facebook and would supply Kristy with the information if she has.

Rosie

The website is in the process of being refreshed and the PPG Members were asked to provide input to what is required. If the PPG send their input to Colin, he will consolidate it and forward it to Kristy

All

#### COVID

With regards to the COVID campaign, the details haven't been promulgated yet but it appears that the Over 75s, the immunocompromised and care homes residents are looking like they will be offered another vaccination. The Practice is currently waiting for the details but don't think it will start until April and will run until June 2023.

All

#### STAFF

Sue Cooper, Practice Nurse has retired and the Practice is in the process of recruiting a replacement

#### NHS Health Checks

The NHS Health checks which had been suspended, have been restarted.

#### Recruitment

As with all other Practices, the subject of recruiting new GPs is still a problem as is the retention of those who have been recruited.

#### 6. PPG Update

##### NAPP Membership

Colin



## Minutes

# Boultham Park Medical Practice

## Patient Participation Group

### Annual General Meeting

### 2nd March 2023

Colin informed the PPG that NAPP Membership had been renewed by the Practice and that he would forward any relevant information to the members.

#### PPG Email

The PPG now has an email address for patients to use for non-medical purposes. The email address is [boulthamppg@gmail.com](mailto:boulthamppg@gmail.com)

#### PPG Representation

Colin apologised that this had not started yet due to unforeseen circumstances but hopes to start this shortly.

#### 7. Any Other Business

Cathy asked what is meant by Social Prescribing. This was explained that it is when health professionals refer patients to support in the community, in order to improve their health and wellbeing.

Angi pointed out that the two disabled parking spaces at the front of the building has only got one extended area. This means that the other space may give restricted access by other cars parking next to them. The Practice will review the layout when car park painting is next conducted

Neil

Colin informed the members that Liz Laidler has resigned from the PPG due to other commitments. The PPG wished her well and thanked her for the time she spent on the PPG.

All

#### 30 Years Service

Neil informed the Members that Dr Coffey had completed 30 years' service at Boultham Park Medical Practice. The PPG congratulated him on this achievement for which they were grateful given the current issues in the NHS.

There being no further business the meeting was closed at 20:05 hours. The next meeting is planned for 31<sup>ST</sup> May 2023.

All

PPG Secretary



**Minutes**

**Boultham Park Medical  
Practice  
Patient Participation Group  
Annual General Meeting  
2nd March 2023**