

**Broomfield Park Medical Centre (BPMC): Patient Participation Group (PPG)**  
**Thursday 21<sup>st</sup> March 2024**  
**17:30 – 18:30**

Item	Agenda Item	Covered By	Notes and Actions
1.	Welcome and Introductions	Dale Ball	<p><b><u>Attendees:</u></b>  Dale Ball – Practice Manager  Dr M Green – GP Partner  Patient Representatives – JP, HK, GH, HP, SW, MW, PW, CH, EH  Apologies – LH, DDR</p>
2.	Staffing Structure	Dale Ball/Dr Green	<ul style="list-style-type: none"> <li>• Significant investment with recruiting staff – clinical and non-clinical to support the needs of patients and demand. Several salaried GP’s, reception and admin.</li> <li>• Alliance staff support and their roles discussed.</li> <li>• All roles and services placed on the website and a handout was provided.</li> </ul>
3.	NHS App/POD	Dale Ball/Dr Green	<ul style="list-style-type: none"> <li>• Discuss the closure of POD and what the practice has been doing to ensure no issues to patients.</li> <li>• Discussed the NHS app and its functionality. In addition, that Reception will assist anyone who need help with using or setting up the app.</li> <li>• Discussed we still have patient access and for anyone with accessibility issues, we do have a drop in a box service for limited use.</li> <li>• The App was discussed by PPG around other functions and that the NHS keep developing.</li> <li>• One member of the PPG gave feedback around the APP and receiving test rests, said the use was positive.</li> <li>• It was discussed that everyone would be covered, and no one would be left out.</li> </ul>
4.	Pharmacy First	Dale Ball/Dr Green	<ul style="list-style-type: none"> <li>• Discussed the new service and how to use it.</li> <li>• PPG asked if this would be expanded to more conditions, as it is new, we are not sure yet so will have to see.</li> <li>• Discussed, that you may be referred back to the practice.</li> <li>• PPG asked regarding patient records, we confirmed that we will receive them from the Pharmacy.</li> <li>• The reason for us signing up to this service straight away is again to support with demand issues.</li> </ul>
5.	New Phone System	Dale Ball/Dr Green	<ul style="list-style-type: none"> <li>• Discussed the new phone system we have implemented; live date is the 26<sup>th</sup> March 2024 and discussed all the benefits and use in details.</li> </ul>

			<ul style="list-style-type: none"> <li>• PPG asked about call queue and call back system and would it be a call in up to 48 hours. We explained it would be a call back once you reach number one in the queue and would not have to wait 48 hours.</li> <li>• Discussed this should improve with demand and capacity and create a positive patient experience.</li> </ul>
7.	AOB	All	<p>Individual members of the group feedback the following points back for DB to review for implementation.</p> <ol style="list-style-type: none"> <li>1. Can the phone lines be kept open until 6.30pm as there appears to be more success getting through to the practice in the evening.</li> <li>2. Can we look to move to be able to book appointments online including a digital triage for greater accessibility.</li> <li>3. Can some of the older posters be removed in reception ie covid and online bookings.</li> <li>4. Can the notice board in reception be moved to a more appropriate place in the waiting area.</li> <li>5. Can we have more appointments in the evenings.</li> <li>6. Can we educate the community more around there are just more than Dr's at the practice and patients can be seen by Nurses etc.</li> <li>7. Can we have a board in the waiting area that has key staff and their pictures on it to give it a more personal approach. In addition, possibly names on clinic doors.</li> <li>8. Can we have a group of patients have a test run with the NHS App.</li> </ol> <p>DB is to provide feedback on all points raised above once reviewed by Management.</p> <p>DB handed out PPG questionnaires to be completed.</p>
8.	Date and Time of Next Meeting		<ul style="list-style-type: none"> <li>• DB asked the group how often they would like to meet.</li> <li>• All agreed every 4 months. Next meeting to be around the end of July 2024.</li> <li>• Meeting minutes to be circulated and placed on website.</li> <li>• Meeting pack handed out to all PPG members with all the above information in it.</li> </ul>

**The meeting concluded at 18.30pm**