

Broomfield Park Medical Centre (BPMC): Patient Participation Group (PPG)
Thursday 8th August 2024
17:30 – 18:30

Item	Agenda Item	Covered By	Notes and Actions
1.	Welcome and Introductions	Dale Ball	<p>Attendees:</p> <ul style="list-style-type: none"> • Dale Ball – Practice Manager • Dr M Green – GP Partner • NG – Note Taker • Patient Representatives – PW, EH • Apologies – Multiple
2.	Review of Previous Minutes/Actions	Dale Ball	<ul style="list-style-type: none"> • Full review of previous minutes and no corrections or issues. • Action already addressed previously, however discussed some action regarding the new GP board in reception, staff profiles on the website and clinician name and job title on clinic doors.
3.	Staffing Structure	Dale Ball/Dr Green	<ul style="list-style-type: none"> • Update provided and discussed new staff employed to support the practice including reception and administrators. This is to improve patient experience and demand and capacity. • All roles and services placed on the website and a handout was provided.
4.	Demand & Capacity	Dale Ball/Dr Green	<ul style="list-style-type: none"> • Provided update on current demand and capacity. Despite recruiting more staff, over 50 appointments available each morning and gone within 30 minutes. We are receiving over 5000 calls a month. Data was provided to the group. • Currently working on a project to improve Demand and Capacity <ul style="list-style-type: none"> ➢ More book on the day appointments from August ➢ Review of Nurse appointments with aim to increase ➢ Better use of Extended Access ➢ Triage training for Reception and better use of Alliance staff ➢ Signposting to other services ➢ Locum support where needed ➢ Tackling DNA – we had 118 missed appointments in 3 months ➢ Greater use of Pharmacy First ➢ Using technology to support – APP/Website and looking at tools like digital triage.
5.	Extended Access	Dale Ball/Dr Green	<ul style="list-style-type: none"> • Provided a reminder that we have extended access for appointments. It was explained that we do not have great uptake despite some patients struggling for

			<p>appointments. To gather feedback, PPG is asked to answer the below questions:</p> <ul style="list-style-type: none"> ➤ How could we better promote these appointments to patients? ➤ What may be affecting patients attending? (Other than travel/ location) ➤ What do they think about the times of delivery? Which is currently dictated within our contract though we could request a change if we felt we had evidence to support this but would need approval via the ICB. ➤ Why do we think we have a high Did not Attend rate on a Saturday?
6.	AOB/PPG Questions	All	<p>PPG questions in open table:</p> <ul style="list-style-type: none"> • Profiles on website for what each clinician does i.e., what does the Nurse do appointment wise? • Can medical staff roles go on tv screens? • What are the demographics of the survey? • Any stats for NHS App use? • Will you remove patients if they keep DNA – DB: we do not want to remove any of our patients, but we must have a process to deter DNA due to impact, but on a case-by-case basis taking into account any Safeguarding/mental health etc. • Could practice support with Survivor Sanctuary – details for support groups and a GP speaking to them about how to support better. Dr Green will make contact with them to discuss support the practice can help with while patients are waiting for specialist appointments, particularly regarding bridging prescriptions.
7.	Date and Time of Next Meeting		<ul style="list-style-type: none"> • Looking at the last weekend of November or first two weeks of December – The next date will be the 28th of November 2024. Invites to be sent out near the time. • Meeting pack handed out to all PPG members with all the above information in it.

The meeting concluded at 18.30pm