

**Bakersfield Medical Centre Patients' Participation Group Meeting Minutes**

**22 January 2020**

**BAKERSFIELD MEDICAL CENTRE**

Attendees: AM, SS, ID, MT

Apologies: GT, MA, SD

Reference	Action	Action Owner
190319/02	<p><b>On line access</b></p> <p>We are trying to increase the number of patients who have online access to book appointments and order prescriptions. Our target to 10% of our patients by the end of March 2019.</p> <p>The group discussed the appointment system in place and they were very happy with getting appointments on the day with GPs as well as the phlebotomist.</p> <p>Very pleased with the access that the surgery provided.</p> <p>Access to some part of the medical records was also discussed. It was felt that patients accessing their medical records and not understanding the medical terminology used would cause them to be alarmed as they do not fully understand medical words. It is comforting to have someone talk to you when discussing certain forms of diagnosis rather than seeing the information displayed when sitting in an isolated room on your own at home with no family around you to comfort.</p> <p>A volunteer could sit at the surgery to help with on line access</p> <p>9 July 2019 update: Target of 10% achieved by 31 March 2019. Continues as work in progress.</p> <p>29 October 2019 update: Leave open on minutes – new target is due to be set for 2020.</p>	<p>Reception staff 22 January 2020 update: Leave open on minutes: – AM met with Local Medical Committee [LMC]: new target is due to be set later in 2020. Online access forms are available at Reception and are actively being offered to patients. Telephone greeting to be looked at for inclusion of a suitable message for this [see action reference 220120/03].</p>
190319/03	<p><b>DNA appointments</b></p> <p>The secretary said that having the DNA appointments poster was very informative.</p> <p>Some patients at the surgery also discussed DNAs with the reception staff to say that they were surprised that appointments were not attended by patients.</p> <p>We do have a system in place where the receptionist will check each patient who has DNAed and check if their mobile number has received the MJog text appointment alert. If not then that mobile number is deleted and message put on notes to alert reception staff to update mobile number when the patient calls in next.</p>	<p>Reception staff / AM / MT 22 January 2020 update: Updated DNA poster available and will be colour printed by SS and will be displayed.</p>

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	<p>Discussion took place on perhaps costing the time that was lost on DNA appointments – perhaps this can be taken to the next meeting and a member of PPG tasked to find out.</p> <p>Members felt that our appointment system was second to none. Same day appointments were always available and both the Doctors and other staff were very happy to fit in requests rather than wasting patients time to book in on another day, in that doctors were very willing to do dressings rather than making the patient come back to see the HCA.</p> <p>The reception staff were also very helpful in booking appointments in that if a patient has to see a doctor and get a blood test – the reception staff volunteer to ensure that the appointments are as close to each other so the patient does not have to wait too long.</p> <p>29 October 2019 update: Monitoring of all DNAs is ongoing. MT will update DNA poster.</p>	
190319/04	<p><b>Carers' morning took place on 12<sup>TH</sup> February 2019</b> Very successful – had two patients who were referred. It was felt that perhaps 3 monthly meeting would be a good start.</p> <p>Discussion took place on how to encourage carers to attend these sessions. The majority of carers just take it in their stride to care for their loved ones and do not regard themselves as their carers.</p> <p>There is a literature now available that the surgery has displayed in the waiting area which would encourage some carers to attend.</p> <p>Putting a note on the right side of the prescriptions is another option.</p> <p>9 July 2019 update: May Carers morning ran as planned. Further sessions to be arranged.</p> <p>29 October 2019 update: Leave open on minutes – Carers' event is to be planned for 2020.</p>	<p>AM 22 January 2020 update: AM to liaise with Carers' Association representative to set up this event for 2020.</p>
190319/05	<p>Targeting patients <b>with email addresses</b> when advertising carer morning was one suggestion.</p> <p>Having a notice that is displayed at reception asking patients for their email address is an option that can be used to.</p>	<p>AM to consider 22 January 2020 update: This is still work in progress.</p>

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	<p>Mjog can be used to send text messages as well – this option needs a dedicated member of staff to organise campaigns like this and at present only the PM is able to undertake this task.</p> <p>29 October 2019 update: Leave open on minutes – item to be reviewed at future meetings.</p>	
190319/10	<p><b>CQC</b> visit was discussed – it was disappointing that we receive a needs improvement rating – the surgery will work closely with other support organisations and following the guidance laid down.</p> <p>9 July 2019 update: Maintain on minutes as ongoing process.</p>	<p>22 January 2020 update: CQC visit scheduled for 5 February 2020. MT to attend and AM to send MT appropriate information ahead of visit.</p>
291019/05	<p><b>MJOG Used To Remind Patients Of Appointments</b> It was highlighted that, sometimes, the reminding text arrives on an unnamed number rather than indicating that it is from Bakersfield MC.</p>	<p>22 January 2020 update: AM investigated with MJOG – they appear to have no control over this and it is dependent upon which server is used as to how the messages are presented. AM spoke with other Practice Managers and will email MJOG for clarity on the issue.</p>
291019/06	<p><b>PPG Noticeboard</b> This will move from its current location of the wall adjacent to the entrance. Its future location will be one of the cork noticeboards on the back wall of the waiting area.</p>	<p>22 January 2020 update: Continues to be work in progress. Current board content will be moved to the back wall of the waiting area. SS will colour print poster to be displayed on new board.</p>
291019/08	<p><b>Embedded Diabetic Study Representative Alison Northern</b> Alison spoke of the CODEC study: it aims to identify the chronotypes in patients with type 2 diabetes to find out what impact, if any, the chronotype has on the patient's ability to control their blood sugar levels, among other biological measures.</p> <p>All diagnosed with type 2 diabetes should now be offered the Desmond Programme. It is part of a school of patient</p>	<p>22 January 2020 update: (1) SS will be PPG Diabetic Champion. (2) Potential next Diabetic event at BMC will be June 2020 to coincide</p>

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	<p>education for people with diabetes, developed by a number of NHS Organisations. There is, also, a digital version called 'My Desmond'.</p> <p>Diabetes UK, is the leading charity for people living with diabetes in the UK. Their website is <a href="http://www.diabetes.org.uk">www.diabetes.org.uk</a>. The organisation's vision is a world where diabetes can do no harm.</p> <p>14 November 2019 is World Diabetes Day – location to hold event under consideration. Hopefully, Bakersfield MC [BMC] will be chosen; this should drive attendance. Information packs and booklets will be on display.</p>	<p>with Diabetes Week which happens every year in June. In 2020 it will take place from 8 to 14 June.</p> <p>(3) Monthly report of newly diagnosed diabetic patients is ongoing – AM to speak with BM &amp; SD.</p>
291019/09	<p><b>Nottingham City East Primary Care Network [PCN6]</b> Group comprises of:</p> <ul style="list-style-type: none"> <li>• Well Spring Surgery, St Anns</li> <li>• Family Medical Centre, Mapperley</li> <li>• Greendale Primary Care Centre, Sneinton</li> <li>• Windmill Practice, Sneinton</li> <li>• Victoria Health Centre, City Centre</li> <li>• NEMs Platform One Practice, Nottingham Station</li> <li>• Bakersfield Medical Centre</li> </ul> <p>Appointment of shared pharmacist to visit each surgery to carry out medical reviews. This is expected to be fortnightly. Role will, hopefully, be filled early 2020.</p>	<p>22 January 2020 update:</p> <p>(1) Shared Pharmacist appointed and now in post.</p> <p>(2) Will work with each surgery for familiarisation and development of role.</p> <p>(3) Appointments planned for prescription reviews with patients.</p>
291019/10	<p><b>PCN6 Network Logo</b> The network logo has now been chosen and will be used on all publicity material. Planned to be sited at The Dales Community Centre with the potential of placing at such other sites near other practices.</p>	<p>22 January 2020 update: AM to investigate obtaining logo and inclusion within BMC website.</p>
220120/01	Warm welcome to ID as new member of PPG	
220120/02	JB has now left the practice	
220120/03	<p><b>Practice Telephone Greeting</b> The automated telephone greeting to be reviewed:</p> <p>(1) Early on in the greeting, the group felt that it will be very beneficial to include a message regarding breathlessness / difficulty breathing with the advice to call 999.</p> <p>(2) Once a caller reaches the 'you are now in position number in the queue' reference to online access may be included with advice on how to request it.</p>	
220120/04	<p><b>Practice Newsletter</b> Six monthly newsletter to be set up briefly outlining timely issues:</p> <ul style="list-style-type: none"> <li>• Diabetes information</li> <li>• Carers' information</li> </ul>	SS

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	<ul style="list-style-type: none"> <li>• PPG detail</li> <li>• Flu jabs</li> </ul> <p>All detail to be brief bullet points and will be appropriate to the timing of the newsletter. Possibly to be issued March and September. Completed newsletter will be sent to AM for inclusion in the BMC website and PPG board in reception.</p>	
220120/05	<p><b>Social Prescriber</b> Along with the appointment of the Shared Pharmacist we now have a Social Prescriber for social needs resulting from an ongoing medical condition. This could be referral to a Support Group / Citizens Advice / Red Cross for equipment etc.</p>	SS to consider inclusion within newsletter
	<p><b>Date and time of next meeting</b>  Wednesday 29 April 2020 14:00</p>	