

**Braeside Patient Participation Group (BPPG)**  
**Notes of meeting held at the Surgery, Braeside, Gorse Hill, Farningham, Kent DA4 OJU**  
**on Thursday 21<sup>st</sup> March 2013 at 5.30.p.m.**

**1. Welcome and introductions:** Present:- Monica Lacy (ML), Maggie Burcham (MB), Linda Fitzsimons (LF), Peter Allsop (PA), who agreed to take notes of the meeting.

**(a) Apologies:** Peter Webber (PW), Ferne Haxby (FH), Alison Carr (AC),

**(b) Welcome:** all were aware that Mary Richardson had tendered her resignation as Chairman. PA volunteered and was appointed Chairman and welcomed Dr Jane Lindsay (JL) to the group

**2. Notes of meeting 16/01/2013** agreed as a true record

**3. Matters arising:**

**(a)** Brenda Cameron had resigned as a member

**(b)** MB confirmed surgery based dispensing is not currently under threat but she would monitor the position

**4. BPPG flier:** a draft was tabled and approved by all. PA questioned whether the concept of a "Virtual Group" might be abandoned in favour of simply asking patients to provide feedback. It was agreed that the position be monitored and considered at the next meeting

**5. Patient Survey:**

**(a) Appointments** new telephone line created more work for back office staff but improved confidentiality and booking appointments. Web based system still awaited. PA was impressed by the website and had followed its advice to order a repeat prescription which had worked well

**(b) Reception** LF had prepared an admirable notice which was approved by all and immediately displayed in the waiting room

**(c) New survey** ideally the questionnaire would have been drafted or approved by the group in meeting before circulation but because of time constraints had already been circulated by MB. Those present were happy with the format

**6. Clinical Commissioning Group (CCG):**

**(a) CCG Chairs Group Report** see minutes of last meeting. Next meeting 28<sup>th</sup> March. PA unable to attend but OK for 30<sup>th</sup> April. FH had distributed minutes agenda and discussion detail

**(b) DCG CCG health Network Newsletter** had been circulated and was useful in providing experience from another PPG. Future issues would be distributed to members

**(c) Putting patients first 29/01/2013** PW, FH and PA were there. PA passed round the handout. He had some concerns about the management structure and consistency between the 260 CCGs in the country. There was great emphasis on patient feedback and tailoring services to meet patients' needs. Early days but we shall keep in touch with developments

**7. Any other business:**

**(a)** MB passed round a complaints report and would circulate it and details of future complaints

**(b)** ML had been to a hospital appointment but there was no feedback to her GP. JL surmised this was due to a delay in her follow up outpatient appointment. Detail noted

**(c)** some discussion about future direction for the group. Agreed the main thrust is to work with the surgery to maintain and improve service to patients whilst retaining independence

**(d)** MB will distribute email from Health and Social Care Programme Integration Team for future consideration

**8. Date of next meeting:** Thursday 23<sup>rd</sup> May 2013 5.30. p.m. at the surgery in a consulting room.