

Burnham Health Centre
Patient Participation Group
Meeting Minutes
10th July 2019 at 6pm

Attendees:

Patrick Clark, Michelle Sage, Carol Linton, Simon Daily, Paula Byas, Sarah Tiger and Jackie Slater.

1. Apologies

Roger Herbert, Brenard Egan, Linda Richards.

Also Phylis Gopal has sadly passed away.

2. Minutes of last meeting

Minutes discussed and agreed.

3. Changes at Burnham Health Centre from Patrick and Michelle

- Acute Care Clinics – There are now more appointments now open for the morning and afternoon. An extra 32 appointments now available.
- Improved access – The surgery now has appointments to pre book from 18:00 till 20:00 however these include phone calls as well as face to face appointments. These appointments are shared with the other surgeries in our cluster however if the allocated appointments for the other clusters are not used by 16:00 BHC can use them for our patients. Improved access is every Monday and Wednesday with a Friday and a Saturday per month.
- ASK NHS App – The app is up and running and a small amount are using it and if required getting appointments, however only issue is some people are abusing the system so a plan is going to be put in place to help deter people. When patients answer the questions on the app they are then saved to your medical records for a doctor to review if and when required.

4. Burnham Health Promotion Trust

BHPT are looking to support BHC improve their carer register and are looking to see if the PPG are willing to help run a carers week to promote carers as well as the PPG. The group thought that was a good idea and are willing to work with BHPT. Carol is going to speak to BHPT and see how they can support and promote the week. To coincide with carers week there is a Saturday flu clinic which volunteers will attend and us the BHPT committee room and make it a stop off point after patients have their flu jabs to have a tea, coffee and biscuits to speak to patients and get feedback and maybe recruit new PPG members.

BHPT will be running a “well” week again this year where the doctors do talks about different health issues.

5. New Members

Michelle has sent out over 26 applications to potential new PPG members. When new patients join the surgery in the registration pack there is a section that people can tick to know more about the PPG and if they would be interested in joining the PPG. Unfortunately there are currently no replies.

Carol is going to be attending a Well Being day at Burnham Park Hall on the 14th September so will hopefully be able to hand out information about the PPG and promote.

6. Health Watch Stand

Helen from Health Watch contacted Michelle on the Wednesday of the PPG meeting to see if the PPG would be interested in coming to Burnham Fair that weekend to promote the PPG and to also get feedback about the surgery and promote the surgery. Sarah and Paula kindly offered to attend even if was for an hour or two. Spare PPG registration forms were given for the table and other leaflets to promote other events in Burnham kindly donated by BHPT.

Next Mini Meeting to discuss Carers Week – Monday 2nd September at 12pm

Next Meeting – Wednesday 9th October at 6pm