

Burnham Health Centre
Patient Participation Group
Meeting Minutes
Wednesday 31st January
2018

Attendees:

Maureen Bloxham, Malcolm Glenn, Maureen Pearce, Carol Linton, Phyllis Goble, Joan Griffith, and Paula Prince
Dr Patrick Clark, Michelle Sage, Shirley Shaw (BHPT)

Apologies:

Mr Roger Herbert and Carol Tetris.

Minutes of the last meeting

Minutes circulated and no matters arising.

Meeting Guidelines

Maureen outlined the purpose of the meeting as follows:

- Outcome of website meeting with Parmjit
- Appointments and the difficulties getting appointments
- Update on new leaflets lay out

Website Concerns

Carol advised that she had met with Parmjit and Lisa to discuss the possible changes and what could be done. The website is run by an external company and is a template. Carol pointed out some of the information is out dated and needs updating which we they have taken on board. Also Carol felt too many sub headings so makes it more difficult for patients to navigate the website.

Appointments

Malcom meet with Roger to discuss the appointment systems and the capacity of the surgery. Roger unfortunately was unable to attend the meeting due to an emergency and was unable to bring to the meeting the figures Malcom was hoping to discuss with the PPG. This will be readdressed at the next meeting.

Patient leaflets review

Shirley and Paula advised that they are still working on the leaflets and that they have managed to get the leaflets down to around 20 pages however this will have to be viewed by Roger to ensure that all the information that is required about the surgery is supplied.

They have updated some of the telephone numbers as some were out of date and included some clinics.

Items for discussion

Surveys

Sarah brought up the subject of surveys and the information that is gathered. The PPG are requesting that they can see the results from the surveys to see the issues with the surgery. Michelle and Patrick advised that the surgery does do surveys which are collected by Kim however Michelle is unsure where they are recorded and where they are posted off too. The PPG are requesting if copies can be obtained before being posted so they can review them at the next PPG meeting.

Car Parking

The PPG noticed that there has been more negative feedback on the local Facebook group due to parking, an idea arose that maybe when people enter their car registration that they get a paper print out so they know they have entered the correct car registration and use it as proof if the car park company send a fine to anyone. Michelle advised that she will feed that back to Roger for the next meeting.

Also it has been noted that there is a car parking sign outside the building by the defib box. The PPG feel that is not best placed there and should be moved or another sign is placed on the side of Lloyds as people walking from the car park see it face on. Michelle will also pass this feedback on to Roger.

Regularity of PPG Meetings

It was discussed that the meetings will now become every 2 months at the surgery however the PPG will hold their own meeting at Burnham Park Hall between meetings.

A.O.B.

On concluding the PPG meeting it was requested that Dr Jamil attend the next meeting to help answer questions that are arising. Michelle advised that she will leave with Dr Jamil and see if this is possible.

AMENDED Next Meeting Date
6.30pm on Tuesday 20th March