

BRADFORD on AVON and MELKSHAM
PATIENTS' PARTICIPATION GROUP

PPG COMMITTEE MEETING
Health Centre, Bradford-On-Avon
Tuesday 14 November 2017 at 6.00 pm

MINUTES

1. Welcome, Apologies

Sue Walters, Chairman, welcomed all to the BoA&M PPG Committee Meeting.

Present:

Sue Walters – Chairman, Jen Andrews – Treasurer,
Mike Nolan, Bernie Hobbs, Alan Fox, Pam England.
Amanda Brookes – acting Practice Manager

Apologies:

Denise Ramsay, Sue Henderson; Sue Denmark

2. Chairman's Comments

Sue updated the committee. She gave thanks to everyone for all their great contribution to the running of the flu clinics and to the health centre for kindly providing cakes and refreshments.

3. PPG Finance Update

Jen Andrews, Treasurer, gave an update of the PPG finances. No receipts have been received for a while from the Practice and the exact bills for equipment bought cannot be easily traced but the practice will continue to investigate. **Action - Amanda Brookes**

It was decided to use the PPG contribution to purchase signs and colour schemes to support the health centre to be dementia friendly. Items including a clock, toilet signs and coloured carpets will help to give the centre a friendly and homely atmosphere.

There is approximately £600 remaining in PPG funds. The next fundraising raffle is planned for December 2018.

4. PPG General Meetings - Planning for next general meeting on 5 December 2017

The format and timing of the next general meeting were discussed. The talk, which will start at 7.00pm, will be on kidney disease and support by a speaker from Kidney Care UK. This will be followed by short items of PPG business then extended time for the Christmas social food and drinks. All to help set up the meeting room at 6.30pm on 5 December.

The dates for future PPG meetings in 2018 were decided as follows:
Committee meetings - 27 February, 29 May, 4 September, 20 November
General meetings – 13 March, 12 June, 18 September, 4 December

5. Practice News and Updates

Amanda Brookes gave an update from the Practice about various items. She gave a very full description of the various problems that the practice has been experiencing over the last year and gave handouts showing the items and the solutions that have been implemented.

The new telephone appointment booking system is working well and minor adjustments are being made as and when required. The doctors are finding the new systems are helpful and aid the efficiency of patient care.

The figures for missed appointments in the last 3 months were discussed, being 309 doctor appointments and 600 nurse appointments that patients did not attend. Amanda will also discuss this item at the next general meeting.

6. AOB

The Practice asked for help with the health centre Christmas tree decorations at the church on 3 and 4th December.

7. Next PPG Committee Meeting

The next PPG **Committee** meetings will be on Tuesdays:

27 February 2018

29 May 2018

4 September

20 November 2018

The next PPG **General** meetings will be on Tuesdays:

13 March 2018

12 June 2018

18 September 2018 AGM

4 December 2018

Denise Ramsay
Hon. Secretary, BoA&M PPG