

Braeside Patient Participation Group (BPPG)
Notes of meeting held at the Surgery, Braeside, Gorse Hill, Farningham, Kent DA4 OJU
on Thursday 23rd May 2013 at 5.30.p.m.

1. Welcome and introductions: Present:- Peter Allsop (PA) (Chairman), Maggie Burcham (MB), Alison Carr (AC), Monica Lacy (ML), Peter Webber (PW),

Apologies: Linda Fitzsimmons, Ferne Haxby

2. Notes of meeting 21/03/2013 agreed as a true record

3. Matters arising:

- (a)** 3(b) No developments on surgery based dispensing
- (b)** 4 Virtual group to remain as is
- (c)** 7(a) The complaints report was circulated for consideration
- (d)** 7(d) MB would reply to the HASCIP to confirm we would contact them if appropriate
- (e)** PA to contact potential new members. MB to obtain phone numbers in future if possible

4. BPPG flier: seems to have gone down well. Position to be monitored

5. Patient Survey:

- (a) Appointments:** Web based system still awaited but ordered by CCG
- (b) New survey:** results had been circulated and generally very good feedback on the practice but:-
Patients' expectations on appointments need to be carefully managed
Anonymity and privacy on feedback needs attention
Confidentiality in waiting room a continuing issue
Staffing of reception an issue on rare occasions
Waiting time and communication of reason for delay. Waiting room screen might help
Some points e.g. parking and interior space constrained by size of building and site
All noted by MB who will manage so far as possible

6. Clinical Commissioning Group (CCG):

- (a) PPG Chairs meeting** PA had attended and gave a brief report of his impressions. Minutes still awaited. He had met members of other local PPGs
- (b) DCG CCG health Network:** for individuals to join or not. No enthusiasm
- (c) Other local PPGs:** all happy with PA's intention to make contact when relevant details available

7. What shall we do next?:

- (a)** All to monitor website and feed ideas for improvement
- (b)** Consider ideas for targeting vulnerable patients. MB to identify target areas
- (c)** Maybe a newsletter. PA to distribute copy from Oaks website
- (d)** AC is keen to concentrate on mental health issues and care. All agreed worthwhile
- (e)** PA to contact other PPGs. He had met someone from the Cedars with an interest in dementia

8. Any other business: PW reported he no longer provides services to the CCG

9. Date of next meeting: Thursday 11th July 2013 **6.00. p.m.** at the surgery in a consulting room.