

Braeside Patient Participation Group (BPPG)
Minutes of meeting held at the Surgery, Braeside, Gorse Hill, Farningham, Kent DA4 OJU
on Thursday 13th September 2012 at 6.00.p.m.

1. Welcome and introductions: Present:- Mary Richardson (MR) Chairman, Monica Lacy (ML), Peter Webber (PW), Maggie Burcham (MB), Brenda Cameron (BC), Peter Allsop (PA), who agreed to take the minutes

(a) Apologies: Ferne Haxby (FH), Linda Fitzsimons (LF),

(b) Terms of reference: MR confirmed the amended terms of reference as agreed at the last meeting and had reproduced them at the bottom of the agenda

2. Matters arising:

(a) the notes of the previous meeting were agreed as an accurate record with minor changes

(b) Viv Parker has resigned. BC will seek feedback

(c) Seminar 30th May. PW had attended. Other PPG reps were concerned at their long term influence and that there should be a local flavour to the NHS in future. There was no real answer and no real conclusion. . FH had also attended. Paper produced by PW would be circulated to the group by MB.

(d) the brainstorming session had not taken place

(e) Paralympic road closures had been no problem – agreed to discharge from the agenda

(f) the anticoagulant machine had been purchased. MB said the surgery was happy to receive suggestions as to the purchase of such equipment. Book sales plus donations provide funds.

3. Edenbridge PPG leaflet: copies were circulated and impressions were unfavourable. There was a discussion about the target area. PA felt no more members should be recruited but all agreed it would be helpful to have feedback from patients about areas of concern for consideration by BPPG. BW (subject to availability) volunteered to attempt to obtain some feedback at the ‘flu clinics on 7th and 13th October. It was thought that a one page leaflet including our terms of reference would be helpful. Everyone to consider other content to be included for discussion at the next meeting.

4. Patient Survey:

(a) Content of the next survey was discussed and all agreed it would be helpful to know patients’ concerns in order help BPPG discharge its function. All to consider for discussion at the next meeting

(b) Appointments the practice IT suppliers www.voice-connect.co.uk had on 12th June given a demonstration of a telephone led web based booking system. It was a NHS requirement that a system be introduced by next year. Another telephone line had been installed. Its effectiveness would be monitored

(c) Reception BC reported on her “weeding “ of the literature with LF. MB said it was much improved. BC offered to continue with a regular “weed” which offer was readily accepted. BC to be introduced to Reception Manager. There was discussion about the business cards advertising services and their desirability. Opinions varied. PA felt it was a matter for MB as Practice Manager. No conclusion

(d) Parking agreed this no longer feature as a standard item on the agenda

5. Any other business: MB said that there is a web petition related to the rule that patients may only use surgery based dispensing if they reside within 1.6km of the surgery. To encourage support she will put a comment and link on the surgery website www.braesidesurgery.nhs.uk/

7. Date of next meeting: Thursday 10th January 2013 6.00.p.m.at the surgery in a consulting room.