

St Bartholomew's Medical Centre Manzil Way Oxford OX4 1XB
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<http://www.sbmc.org.uk/ppg.htm>

Patient Participation Group

Minutes *v1.1 FINAL* of the meeting held on Wednesday 21st November 2012 at 6.00pm at the Practice.

(LARGE PRINT VERSION AVAILABLE ON REQUEST)

Present:

1. Barbara Borayska
2. Nycky Edleston
3. Anton Glinksi (Practice Manager)
4. Phillip Kelly
5. Patsie Law (Chair)
6. Sarah Lasenby
7. Nick Walker (Secretary)

Apologies

1. Geraldine Coggins
 2. Gill Eltningham
 3. Patricia Spencer
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Previous Minutes

The previous minutes of 15th October 2012 were signed after minor corrections.

Phone System

Anton explained that there was a delay in installing the new phone system because of old connectors on the present system. During an attempt at

installation, the phone system had failed briefly, but was now up and running using old equipment sourced from elsewhere. The new system will be in by the end of December 2012.

Brookes registrations

Anton noted that some Brookes students had registered with the Practice after the registration cut-off date. Numbers registering were similar to previous years.

Gill's apologies

Nick read out a letter he had received from Gill Eltningham offering for her to stand down from the group. The group decided that Nick should write back to Gill saying how much her role in the group was appreciated if she felt like continuing.

Reception issues

The TV monitor screen in reception was discussed. Timings had been altered to try and make the information easier to follow.

The flipchart has now been abandoned.

The group asked if the copies of magazines could be re-introduced, as these were generally liked by waiting patients.

A glass screen is being installed on the reception desk, mainly to preserve patient record confidentiality on records/screens behind the desk.

Dealing with complaints

Anton spoke on this, explaining the system of verbal and written warnings to patients whose behavior, both to medical staff and receptionists, is unacceptable. Medical notes list exclusions from a previous practice. Anton is investigating more staff training on dealing with hostile individuals.

The PPG would investigate the work of the National Association of Patient Practitioners.

Barbara spoke about the need for a local social hub for people of all ages, particularly the elderly. She has written to the City Council asking about the possibility of a module for University students introducing in social enterprise as an area of study.

Nick referred to the Oxford Hub in Turl Street, and also the adjoining restaurant, and also the People's Supermarket on the Cowley Road.

Discharge to Assess consultation

The group felt that this discussion needed to wait until after the locality forum at the Town Hall on 11th December 2012. Patsie and Sarah L would attend and report back to the PPG at our next meeting on 12th December 2012. Sharing the views of our PPG with other local PPGs was felt to be important, and also learning from what other local patient consultative groups are doing.

The idea of asking a local social worker to come and speak to the group to give an insight into the issues surrounding this consultation was raised.

The meeting ended at 7.15pm

Date of next Meeting

6.00pm (sharp) on Wednesday 12th December 2012 at the Practice

Action Points from the SBB-PPG meeting held on Monday 21st November 2012 v1.0	
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Nick	Email Patsie list of PPG members' names and email addresses.
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