

## **BURBAGE SURGERY PATIENT PARTICIPATION GROUP**

### **Annual general meeting on Tuesday April 2, 2019 at Wolvey Surgery**

John said this was the group's 15th year. He was proud of what it had helped achieve in that time to benefit patients and the surgery.

He welcomed two patients including Edward Pogmore, a former group member, who asked:

#### **QUESTIONS**

1. Triage of people with urgent needs. Are the practice nurses going to take a larger role in assessing urgent requests for seeing our doctors?
2. Confidentiality. Would the new practice facilitate better confidentiality for people who would rather not have their name displayed on the waiting room electronic screen above the present reception window. Some people, for different reasons, were uncomfortable with their name being displayed.
3. How joined up are the Palliative Care services locally; Do any of the GP team major in this area of care? He felt the area was poorly served with palliative care facilities.

#### **RESPONSE**

1. People making urgent requests are asked by the receptionist to give a brief reason so they can be directed appropriately. The calls will be dealt with initially by a Nurse Practitioner or GP, with action taken according to the assessment. Dr Thomason said nurses were already involved in triage which he expected to continue much as now. On one day recently he said had made 50 calls to patients.
2. Dr Thomason said he was not aware of any complaints in the many years that the system had displayed names to direct patients to their clinician. The point would be taken on board. If a patient expressed concern they would see what could be achieved with systems being installed as part of the surgery improvements.
3. Dr Thomason said the majority of patients receiving palliative care were seen at home.

\*\*Mike added that at a recent Locality PPG meeting, CCG officials said that a register was being established, giving details of care homes, available places and types of residents each could accommodate. The register will be updated whenever availability changed so that health professionals - and the public - would always know what places were available and where. The system was being encouraged throughout the country and there had been a very good take-up in Leicestershire.

All officers said they were willing to stand again. There no other nominations and existing officials were re-elected: chairman (John Moore); vice-chairman (Mike Hudson); treasurer (Phil Adams); secretary (Paul Stewart); Ex officio (Dr Phil Thomason and Wendy Shaw).

All members said they were standing again and all were re-elected: Pam Adams, Yhona Adcock, Lorna Clarke, Carol Davies, Pat Hydon, Babita Joshi, Tony Sheldon, Stephen Smith-Phelps and Sophie Wrighton-Turner. No new members asked about joining the committee.

Dates for meetings for the coming 12 months will be, as now, on the first Tuesday of each month: May 7, June 4, July 2, August 6, September 3, October 1, November 5, December 3, January 7, February 4, March 3, April 7 (annual meeting followed by monthly meeting). The venue for the first few meetings will be decided according to building work at Burbage.

The meeting ended at 6.28pm

