

Bordesley Green Surgery Patient Participation Group

Minutes & Action points of Meeting Held DATE Wednesday 10th May 2023

Topic	Discussion	Outcome/Actions	Target Date	Responsible Person	Completed (Date)
Patients Invited	LA, NS, MN, NN, MK, AM, AK, SM, AA, MB, FZ, IA, PO, SB, CL				
Patients Attended	SM, SB, MA, PO, MN, CB, AM				
Minutes of last Meeting	Copy of minutes shared				
Matters arising.	<p>Welcome message to the attendees.</p> <p>Topics :</p> <p>1) CQC Inspection Nov 22 As discussed in February Meeting.</p> <p>Changes and adaptation since last meeting</p> <ul style="list-style-type: none"> • Practice has been very busy working hard to complete the actions agreed. • Practice was highlighted by the ICB in Nov/Dec for concerns around Access –Also picked up in the CQC report. ICB has commended BGS, for rapidly making changes and turning this around 	<p>Text message to be sent to patients prior to next meeting.</p> <p>Fliers regards PPG Information online</p>		<p>NS</p> <p>MA</p>	Ongoing

	<p>within 2-3 months. This has been reported to the NHS Board and we have been invited to present at the next BSOL meeting (183) practice to showcase our achievement around access.</p> <ul style="list-style-type: none"> • We have been complimented by the RCGP, for excellent work we have done as outlined in our action plan • We have successfully completed the Accelerate Programme and following NHS E visit to the practice during our training session have offered additional support and additional funded training in phase two to continue the work we have started during this 20 weeks programme. • We have appointed new Practice Pharmacist • We have appointed new Safeguarding administrator • GP has been triaging the reception during peak time Mon-Friday – 9-11am. This exercise has been very effective and beneficial for patients and reception staff to have a clinician triaging and sign-posting during the busy time. • National Survey Scoring low on Reception Attitude and behaviour – The attendees felt they had not had any problems with the reception and find the reception staff helpful. • Telephone System Changes ; Patient Que levels increased from previously set 6 to now 20. 	<p>Open discussion for ideas/ suggestions. Patient all showed solidarity in support for the practice.</p> <p>Agreed to work on the GP survey actions and CQC actions and prepare for the CQC re-inspection</p>		<p>GP Partners NS MA</p>	
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	These actions have already improved patient access, and Appointment data. Staff feels with all these additional changes, patient feedback is positive and we hope the GP survey 2023 will be more positive and will show improvement in several areas.				
External speaker talk	Social Prescriber was invited – However she called in sick Will re-invite next meeting Also will invite our PCN Health & Well Being Coach		NS		
Friends and Family	F&F available on New Website. F&F questionnaire on Patient sign in screen Patients encouraged to complete the NHS review, Healthwatch reviews		Continuous		
Meetings for 2023	Quarterly				
Next Meeting	Thursday 10 th August 2023 at 11:00am Will update the Website				