

## Bute House Medical Centre

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### Patient Participation Group

#### Minutes

23<sup>rd</sup> July 2013

#### Present

##### Practice Staff

Dr H M Shah	HMS
Bernie Norris	BN
Daryl George	DG

##### Patients Representatives

B. Lister	BL
D. Weir	DW
R. Powell-Thomas	RPT
A. Andrews	AA

##### Apologies: R.W. Day

P. Field  
C. Betteridge  
G. Field  
D. Cooper

1.	<b>Welcome and Introductions</b> The meeting was opened by HMS, he thanked all members for attending. Apologies were received from Robert Day, Patricia Field, George Field, Christopher Betteridge and Dorothy Cooper.	
2.	<b>Minutes of the Last Meeting</b> These were approved by the group	
3.	<b>Matters Arising</b> <b>SMS Text Messaging</b> Problem regarding duplicate messages has now been resolved. BL pointed out that he received a text message 12.01 unsure if this was night or day. BN will look into this. <b>Broken Window</b> BL pointed out that this was not a comment made by him. The group were unanimous in that this issue was very minor. <b>Newsletter</b> RPT felt that this latest issue was a bit bland. The group felt that CB puts a lot of effort into the newsletter however RPT mentioned it could have looked better with bold headings and more defined layout. The rest of group thought that coloured paper would help	<b>BN to report back</b>         <b>To discuss options with CB</b>

	and DG thought that maybe the introduction of something new like a word search puzzle to keep patients amused whilst waiting for their appointment BN agreed this would be a good idea.	
<b>4.</b>	<b>Membership of PPG</b> The group discussed that maybe some people were too busy to come to the meetings and that we should try and advertise in a more prominent place in the surgery. Again the use of colour in our advertising was mentioned	<b>DG &amp; BN will look into new posters &amp; new position</b>
<b>5.</b>	<b>Staffing Update</b> BL & RPT asked for an update on the practice manager position. HMS advised that for the foreseeable future this position will not be filled. The group were informed that DG & BN would be covering these duties until further notice. RPT suggested that we might consider a volunteer for this and other positions. HMS advised this would not be an acceptable idea. It was however discussed that some kind of manager should be in place for staff, doctors and patients to refer to.	
<b>6.</b>	<b>AOB</b> There was brief discussion about 111 and the negative publicity it has received in the national press. It was generally agreed that a lot of this was down to teething troubles and hopefully going forward things would improve.  AA wished to point out that Luton Link who she volunteers for has now been renamed Health Watch. They will undertake the same activities as before with a few improvements. AA will update with any more changes at next meeting.	
<b>7.</b>	<b>Date of Next Meeting</b> Late October : to be confirmed	