

**Bampton Medical Practice
Patients Participation Group Meeting
Wednesday 31 August 2016
13:30 – 14:45**

Present: JG, LH, VL, JO, Sara Ward
Apologies; TR

1. Introductions and Context

The group introduced themselves to each other and welcomed the new Practice Manager to the role. The purpose and aims of the group is to discuss matters affecting the Practice, to consider feedback from the community and in so doing to enhance the patient experience. SW explained that the resources available for primary care and the GPs' current commitments mean that they are simply too stretched to attend meetings that are not directly related to clinical matters. She undertook to act as a liaison between the PPG and the Partners of the Practice.

2. Patient Survey – Feb 2016.

The group had reviewed the results of a survey conducted by the previous Practice Manager and agreed that these were in line with their informal and general conversations with patients which have been very positive. 96% of respondents were satisfied or very satisfied with their clinical care and 90% with the other aspects of the Practice organisation. No particular action was required but some additions to the waiting room (reading material, high back seating etc) will be considered.

3. Care Quality Commission (CQC) inspection

SW provided a verbal summary of the recent inspection. The Practice was rated Good overall with outstanding holistic care for the elderly. Some recommendations for improvement were indicated. SW confirmed that the DBS check and policy materials had been revised and cleaning audits cross checked to address these. More information and a link to the full report is available from the Practice website at: <http://www.bamptonmedicalpractice.co.uk/info.aspx?p=13>

4. “Have you Say” Event – Bampton Town Hall

This is scheduled for Saturday 24 September 2016 and the group were keen to engage with the organisers as soon as details were available. Contact details were shared.

5. PPG representation and new members

The group agreed that a combination of virtual methods, face to face meetings and input from the FFT and other surveys would be used to capture a wide perspective. The comments book will be replaced by suggestion cards to allow patients to offer more general feedback more effectively. The group will host the next meeting in an evening slot.

The group would welcome some new members and JO and JG will offer to speak with anyone interested in exploring this. Their names will be included on the PPG section of the patient noticeboard. SW agreed to attend the next residents' meeting at Rosebank.

6. Seasonal Flu Vaccinations

The dates of the clinics have been set earlier this year and booking is encouraged as early as possible.

Carterton: 17 September and 15 October
Bampton: 24 September and 8 October

SW agreed to clarify some specific queries from the group regarding the processes for vaccination at Rosebank.

6 General areas of concern

The group were concerned to understand how they might influence and improve the patient experience of secondary care. This is not always as good as that received locally in the Practice.

The local community is very concerned indeed that the impact of the proposed housing on several sites at Aston and Bampton had not be fully thought through. Some 500 new homes (2-5 bedrooms) have been described. No consultation has taken place with the Practice though it is cited in the planning bid as part of the infrastructure that will support the expansion.

Having raised some significant concerns regarding the relocation of the District Nurse team earlier in the year, the group was keen to review their actual experience now this has been in place for 6 months. Broadly speaking, this has been less satisfactory. Consistency of care is variable and patients have reported not getting to know their DN properly. In particular the elderly, who more frequently need a DN, find these changes difficult.

Date of Next meeting is **6 December 2016 at 6.30pm** at Rosebank Care Home

Sara Ward
Practice Manager
Bampton Medical Practice
{Original Signed}