

**BIRDHURST MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP
MINUTES OF MEETING
28th FEBRUARY 2012**

1. Patient Waiting Room Survey.

The attached spreadsheets portray a positive feedback. Suggestions will be analysed and reviewed and relevant to be implemented.

2. Lions Club Green Tube.

Mrs Granville-Overton gave an informative talk on the inception, progress, use and benefits of the "MESSAGE IN A BOTTLE" (The Green Tube) Emergency Information Scheme. She stressed it does not replace medical advice or prescribed Medication but is additional to.

The "Green Tube" and the relevant instruction leaflet are displayed in reception.

3. Dedicated Disabled Parking Bay.

Croydon Council rejected our request for a "DDPB." They said there are several metered parking bays in close proximity to BMP, and disabled drivers may park their cars indefinitely free of charge, or on a single yellow line without charge for a maximum of three hours when the relevant "disabled badge" and "clock" are displayed.

4. Drinking Water Dispenser.

Two local chemists are willing to sponsor a DWD, but "with strings attached."

However, the cost of replenishing, servicing and maintaining the dispenser to comply with health and safety requirements, a "volunteer" to perform the duties, and since the vast majority of patients see their GP at the appointed time, a DWD cannot be justified.

5. Fish Tank.

The cost of purchasing a Fish Tank and a stand, fishes, fish food, filters and other accessories and a "volunteer" to service and clean the tank to comply with health and safety issues makes the proposition un-viable.

6. Levelling of BMP Patient Parking Space.

Financially un-viable. Patients could park in the nearby metered parking bays or across the "drive in" if the parking space is not occupied.

7. PPG Evening/Saturday morning meetings.

BMP doctors, medical and reception staff should not be expected to attend evening meetings after a strenuous day's work or on a Saturday morning, and presumably most BMP/PPG members would not want to attend either. And evening or Saturday morning meetings invariably fizzle out after a while. The suggestion was not adopted.

8. "Rotating" Secretary.

Two members suggested that all members should take it in turn to be "secretary" at future meetings, so that they can take the Minutes, type and distribute them and likewise the Agenda. A most unusual suggestion, fraught with problems. The Secretary is appointed by the members for a duration and not just for one meeting. The chairman said he would not want to liaise with a different secretary at each meeting. To be discussed further.

9. Distributions of Minutes and the Agenda.

Some members complained they did not receive the Minutes and Agenda within a week of the previous meeting, and want them dispatched within this timescale after future meetings. The Minutes of the previous meeting were dispatched approximately three weeks before the meeting because there were no “urgent matters” to be dealt with by members, and the date of the next meeting had been agreed.

Minutes of future meetings will be dispatched about three weeks before the meeting unless there are urgent matters to be dealt with by members.

10. The Selsdon Park Medical Practice.

BMP/PPG members who were informed about the invitation from TSPMP to attend their “TALK” said they were not given adequate notice so they could not attend the meeting. TSPMP invited us to their meeting about three weeks before the event, so we could not have notified anyone earlier. Presumably invitations to future “TALKS” will also be about three weeks before the event. A lot of time and effort went into obtaining the invitation, and nobody attended. If BMP/PPG members consider that they need more notice then we should reconsider future invitations.

11. Guest Speaker

Mr Abdul of CICDS was invited to talk to us about the various types of diabetes, but regrettably he did not have sufficient time. Some members asked him why were they were not informed of the various meetings, facilities, discussions; workshops etc that he said were available. He said he came to talk about specific strains of diabetes and treatment available, and it was up to individuals to obtain the information. But he said the information was available from doctor’s surgeries, resource centres and other NHS centres.

Topics for future meetings should be forwarded to MP/PPG about four weeks before the meeting. Time permitting, pertinent and relevant topics may be discussed.