

BURNHAM SURGERY – PATIENT PARTICIPATION GROUP

Minutes of Meeting held on:

Tuesday 14 August 2012 at 10:00

Attendees: **Mr Bob Spence**
Mrs Dawn Hawkes
Mr David Price
Mr Danny Hollis
Mr Alan Brown
Mrs Christine Stevens
Mrs Maureen Cousins

1 **Apologies**

Mr John Phillips

2 Bob Spence told the group that since the last meeting he has been spending all his time setting up the new Website and the Fambridge branch surgery.

3 **Fambridge Surgery**

The surgery opening time is 0900-1000 on a Thursday. This will be an appointment only surgery. The patients will ring Burnham surgery to make an appointment for Fambridge.

4 One member of the group raised a question regarding a friend of his who is on a strong dose of pain killers and if he needed more he had to see his gp. He had an appointment but on the day had to be cancelled as the gp was ill. The patient asked if it were possible for him to see the nurse and was told that he would have to ring the next morning for an appointment. The group asked if there was any way that if this happened again would it be possible for the receptionists to flag this.

5 The group asked if the practice should respond to the council regarding approximately 4000 new patients and the implications that this bring to the surgery. They said that the closing date was 28.8.12.

6 **Bogus calls**

A patient had received a call from a company who seemed to know her medical condition saying that they could help her. They gave her a number and when she called back it was unobtainable. She rang both hospitals she has been attending and they had not heard of the company. Bob asked if there were anymore could they bring this to his attention and he would take this to the PCT to investigate.

7 A follow-up meeting was arranged for 10:00 Tuesday 30 October 2012.