

Long Bennington Medical Centre
Minutes of the Practice Participation Group Meeting
Tuesday 24 November 2015 @ 6.30pm – 7.30pm

Attendees: Dr P Watson (PW) GP Partner
Alison Lowerson (AL) Practice Manager
Karen Turner (KT) Deputy Practice Manager
(RM) PPG Member
(MM) PPG Member
(MG) PPG Member
(PW) PPG Member
(JC) PPG Member
Diane Hansen (DH) Head of Engagement & Inclusion SWLCCG

Apologies: (AM) PPG Member
(AH) PPG Member
(JD) PPG Member
(MW) PPG Member

Welcome & introductions

Apologies for absence – AL advised that AM had sent her apologies.

AL informed the group that KB would no longer be able to attend the PPG meetings but would like to receive a copy of the minutes.

Minutes of the last meeting – Wednesday 30 September 2015 – approved.

Matters arising:

Newsletter/Parish Magazine – AL confirmed that she will liaise with JC regarding inclusion of a Practice Newsletter within the magazine. RM also commented that there is a publication called Allington News. KT commented that she has also seen that Allington have their own village website. RM will look into who is a contact for both of these.

Action: AL/JC and RM

Flu Campaign – RM commented that he thought the Saturday flu clinic had gone extremely well from a patient's point of view. PW/AL/KT gave their feedback and advised that we had been able to vaccinate around 860 patients that day. JC asked if we could put flu clinic dates in the Practice Newsletter in advance of the clinics as she had found that by the time she tried to book in, a number of the clinics had been held. AL/PW/KT explained the process involved with organising the annual flu campaign and that we were looking at alternative ways of managing it for the next campaign. JC advised that when she enquired about dates we only had one left, which she unfortunately couldn't attend, and that she had been advised to go to Asda for her vaccination. PW/AL/KT all said that this should not be the case and that they would talk to staff about the availability of flu clinics.

Online Appointments – AL asked if JC had been more successful in booking an online appointment. JC commented that she had been able to book a month ahead via the web but still found no short-term availability. KT advised that the Practice now offers all afternoon GP appointments via the web, whereas previously it was only an hour per GP per session. KT advised that web appointments can be booked online, or reclaimed from the web by Practice staff for telephone /face to face bookings. AL reiterated her previous offer for JC to

come into the Practice and have a look online with us present to resolve any issues she may still have.

Group Business – nil new to report.

CCG and Patient Council – AL introduced Diane Hansen (DH), Head of Engagement & Inclusion, South West Lincolnshire Clinical Commissioning Group (SWLCCG). DH explained her role within the CCG and how she spends her time visiting patients in various settings in order to get their views on the services provided, taking her findings back to the CCG. She played a short animated film made by the King's Fund which explained the concept of the CCG's and how they work and sit within the structure of the NHS.

She explained that the CCG buys in services that GP Practices/patients use. There are 4 CCG's within Lincolnshire, one of which is our CCG – South West Lincolnshire. Our CCG comprises 19 GP practices, some of which are located just over the Lincolnshire border into Leicestershire. We have 238,000 patients within SWLCCG. DH's role is to make sure that people are represented when the CCG are making decisions on the services they procure.

Patient Council – DH explained that the Patient Council has been around since 2012. There are around 3 members of the CCG team plus Patient Participation Group members who bring any concerns they have from within their localities. She explained that the Patient Council can ask for Representative's view on services provided etc. Diane advised that she then takes these views to the Patient Quality Services Committee which in turn gets fed to the Governing body when planning ahead for the future. She went on to explain that as part of the Patient Council they have what is called a "patient story" whereby a patient will relate an experience they have had in relation to a service. She commented that they had recently discussed suicide and suicide prevention.

DH advised that the next Patient Council meeting is planned for 13 January and that the venue is alternated between Grantham and Sleaford. The venue is tbc. She commented that with the Long Bennington Medical Centre Patient Participation Group being newly formed it may be very useful for one of our members to attend.

LHaC – DH explained that over the next 6 months she would be heavily involved in Lincolnshire Health and Care (LHAC) into looking at how services are delivered and how to go forward, i.e. can we deliver services more locally. She hopes that they will be able to get a good, thorough public consultation going. DH explained that she will be visiting PPG's for their views etc. DH can be contacted by patients via AL, the Practice Manager. DH asked if there were any questions – JC asked if a map of the NHS structure was available. DH replied that she can provide a map and is happy to send through the link to the animated film.

Action: DH/AL

Any Other Business:

Automatic door sensor – JC asked if there was any possibility of having a sensor fitted to the inner waiting room door. She had helped a patient earlier in the day that was having great difficulty getting through the door and was very distressed. Dr PW commented that we are considering this idea as well as altering the door from the waiting room into the clinical corridor.

Date of next meeting – Wednesday 20 January 2016 @ 6.30pm – 7.30pm

Patient Council meeting – DH will confirm the date (possibly 13 January 2016) the time and the venue with AL (looking at the Rugby Club in Grantham or the Jubilee Life Centre). RM confirmed that he would like to attend.