LONG BENNINGTON MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

MEETING HELD AT LONG BENNINGTON MEDICAL CENTRE ON 15th June at 10:00 a.m.

**Attendees.**  Lisa Smith (Chair), Keith Bowers, Michelle Gilbert, Brian Fisher, Norman Bertram, Lizzie Kay-Stott (Deputy Practice Manager), Nicola Bland (Practice Care Co-ordinator)

**1.Apologies for absence** Paddy Furey, Martin Round, Karen Turner

**3. Approval of minutes from 13th April 2022 meeting.** These were approved.

**3. Matters Arising.**

**a) Appointment of new Secretary.**  Due to the resignation of DF the PPG are looking for a new Secretary. LKS has agreed to take the minutes in the short term with the support of LS.

ACTION: we are looking for a new Secretary

**b) CO-OP walking Group**

A representative will be invited to the next PPG meeting via LS to talk to the group about the possibility of wetting up a local walking group.

**c) Feedback from the coof/chat**

LS shared with the group the postponement of the coffee/chat sessions at Café 62. With the possible revisit of the idea later in the year.

**4. Surgery Updates**

**a) AccuRx Update**

LKS shared with the group that LBMC have increased the clinical appointment capacity as a result of the move from AskMyGP to AccuRx.

Medical enquiries are open from 07:30am to 10:30am

Administration enquiries are open from 07:30am to 12:30pm

Which is a significant increase on the opening times of askMyGP which frequently reached capacity within 10 minutes of opening.

- The next steps of AccuRx are to invite all patients (where consent allows) with Long Term Conditions to their annual blodd/review appointments through an SMS message link. This will allow patients to book their appointments and free valuable time with waiting for the reception team to do this.

- The second development of the system is to send our clinical Friends and Family feedback forms through SMS messages to collate valuable feedback on the services delivered from our clinical teams.

**b) New Practice Website**

LKS is currently working on developing a new website for LBMC. This is still ongoing.

**c) New Team Members**

The appointment of Sarah in the reception team was unsuccessful but we have appointed a new reception team member Jilly who will be joining us early July.

The appointment of Louise in the dispensary team was unsuccessful and we have a job vacancy live at the moment to fill this role

**d) Commemorative Tree Planting**

LKS shared with the group the idea of commemorative tree planting to mark the last couple of years. 4 tree saplings will be purchased from the Woodland Trust. LKS has invited the PPG to join the LBMC to the planting when a date is confirmed. LS has offered support of contacting local press to see if we can get some local interest in this.

**e) Wearing masks**

The wearing of masks for staff and patients has now relaxed and been communicated. Patients presenting with respiratory symptoms will be requested to wear a mask and those who are immunosuppressed.

The team at LBMC have all been supplied with new uniform to reflect the new branding of the practice.

Clinicians continue to wear a mixture of scrubs and civilian clothes based on personal preference and the clinics that they are running.

**f) Care Co-ordinator**

Nicola Bland the Practice Care Co-ordinator introduced herself to the PPG. Specifically, to talk to the PPG about the local pro-active group. NB will return to the next PPG meeting to agree an action plan with the group.

**g) The vision of the PPG**

LKS spoke to the group about setting/achieving some common goals and vision for the group. It was decided the first active patient community sessions will be based on those presented at the next meeting by NB. These will range from drop-in coffee and chat to local proactive groups.

**5. Any Other Business**

**a) Prescription Signing**

NB asked for clarification of prescription signing. LKS explained that this is requirement from the Prescription Pricing Authority that anyone being issued with an NHS prescription in England needs to complete the reverse of the prescription form.

**b) Prescription collection**

NB asked if we could consider letting more patients into the foyer when collecting prescriptions to save standing outside. LKS will ask and feedback at the next meeting.

**c) Prescription storage**

BF asked for clarification on the storage of prescriptions before they are handed out to the patients. LKS explained the system.

**d) Health Kiosk**

LKS has asked if the PPG can meet in the reception area before the next meeting for each member to have an overview of the Health Kiosk. With the long-term goal of the PPG offering drop-in sessions to patients to then onward showcase using the new kiosk.

**9. Date of Next Meeting** Wednesday 27th July at 10am – meeting to commence in the Reception area.