

**Long Bennington Medical Centre  
Minutes of the Patient Participation Group (PPG)  
Wednesday 30 September 2015 at 6.30pm**

<b>Attendees:</b>	Dr S Pullinger	(SP)	Senior GP Partner
	Mrs Alison Lowerson	(AL)	Practice Manager
	Mrs Rayona Lowe	(RL)	Reception Supervisor
		(AM)	Patient Representative
		(KB)	Patient Representative
		(CB)	Patient Representative
		(JC)	Patient Representative
		(JD)	Patient Representative
		(MM)	Patient Representative
		(MG)	Patient Representative
<b>Apologies:</b>		(AH)	Patient Representative
		(MP)	Patient Representative
		(MW)	Patient Representative
		(KR)	Patient Representative
		(RM)	Patient Representative
		(PW)	Patient Representative

**1. Welcome and introductions**

AL welcomed everyone to the second Long Bennington Medical Centre PPG meeting and introduced SP and RL who were present on behalf of the Practice.

**2. Apologies for absence**

AL informed the group of the apologies received. It was reiterated that we would ideally like representation from other local villages wherever possible.

**3. Minutes of the last PPG Meeting**

The minutes of the last meeting were agreed.

**4. Matters arising**

- Work would continue to add Practice news in the local parish newsletters, in addition to the Saxonwell Parish news and the Practice website.
- The Practice is now meeting monthly with the Health Visitor to discuss any safeguarding issues.
- The Practice will be offering flu vaccines on a Saturday for the first time. Appointments are available on 17 October. We will be vaccinating a wide group of people this year including children aged 2 to 5, and patients who are currently aged 64 but will be 65 by 31 March 2016. SP said he would really like the PPG to support and assist us in future to raise awareness and the importance of having a flu vaccination. AL informed the group that pharmacies are also able to give flu vaccinations to patients.
- AL would check the website for uploading and distributing newsletters to subscribers.

**Action: AL**

## 5. Group Business

- AL asked for volunteers to be Chair, Deputy Chair and Secretary for the PPG. AL thanked AM for very kindly taking the minutes for this meeting. JD said she would be interested in taking on the Deputy Chair role if no-one else came forward. AL asked for at least one PPG member to act as a contact point and liaison with the Practice. AM and JC both agreed to be contacts. AL would invite Diane Hansen, Head of Engagement & Inclusion, South West Lincolnshire CCG to the next meeting to discuss PPGs and liaison with other groups. **Action: AL**
- AL distributed and discussed the Terms of reference. It was agreed to use the example as a starting point to work towards meeting aims and adding to it as necessary.
- It was agreed to assess the annual review arrangements at a future meeting.

## 6. Work plan

- Ideas from the first meeting were discussed and AL suggested prioritising them into short, medium and long term objectives.
- JC agreed to assist AL with the monthly Newsletter. **Action: AL & JC**
- It was agreed to try to improve links with the School Nurses.

## 7. Practice update

- AL informed the group that we had successfully recruited a new nurse and she would be joining the Practice at the end of October. Neither of our nurses can prescribe medication so we are unable to offer nurse-led minor illness clinics in the future.
- AL also informed the group that our Dispensary was now fully staffed and the team had worked very hard to maintain a high level of service.
- The patient online service was working well although JC said she had experienced some problems booking appointments online within the next two weeks. AL invited her to come into the surgery and login so that we could see what the problem was and could resolve the issue or liaise with the IT team if necessary. **Action: JC**
- AL informed the group that we could soon be able to send patients sms text messages. Appointment reminders by text may help to reduce DNA's (did not attend).
- Recent patient feedback included:
  - A positive response from a PPG member who opted to leave the group and wished the PPG well.
  - A request for more relaxing music in the waiting room, although we play Radio 2 and have had no complaints.
  - A comment about the lack of alcohol hand gel on the reception desk. Following an infection control update we reviewed it's accessibility but it is now available again on the reception desk for all patients and visitors to use as necessary.
  - A query about the confidentiality of personal information on labels on medication boxes when patients wanted to dispose of them at home. SP explained to the group that it was essential that personal identifiable data (PID) was attached to the medication box so that anyone who could access it would know who it belonged to. It was accepted that the label/box should be destroyed in the same manner as other PID e.g. bank statements.

## 8. Other updates

- Healthwatch – AL circulated an information sheet about Healthwatch Lincolnshire. AL explained that it was formed in 2013 and set up by the Government to give everyone a chance to ‘speak up’ about their local health and care services. The work is funded by the Department of Health and commissioned by Lincolnshire County Council who works closely with our local services. Further information can be found on their website [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk).
- Patient Council – AL informed the group that the local Patient Council meets quarterly, with GP practices represented by patients from their PPG. The next meeting is on 7 October at 2.30pm in the Sleaford area and any member from our PPG was encouraged to attend. AL distributed the programme so that the PPG members present could decide if they wished to attend the meeting to be held next week.
- Clinical Commissioning – AL circulated an information sheet about South West Lincolnshire Clinical Commissioning Group (CCG). SWLCCG is a group of GPs from 19 GP Practices in Grantham, Sleaford and surrounding areas. CCGs formed in 2013 and work together to improve the quality and delivery of services for our patients and to reduce health inequalities across the area. Further information can be found on their website [www.southwestlincolnshireccg.nhs.uk](http://www.southwestlincolnshireccg.nhs.uk)

## 9. Any other business

AL had received an apology from a PPG member who lived in Allington and wished to give some feedback and comments from some of the Allington residents. In response to the feedback AL explained that Dr Watson’s weekly surgery at Allington on Tuesday mornings is a service that only one other village currently benefits from. AL also explained that the weekly prescription delivery to Allington is limited to those patients who have free prescriptions e.g. under 16’s and over 60’s so that staff aren’t handling any cash and they don’t deliver any controlled drugs.

## 10. Date of next meeting

Tuesday 24<sup>th</sup> November 2015 at 6.30pm – 7.30pm