

Long Bennington Medical Centre- Patient Participation Group (PPG)

Minutes of meeting held on Tuesday 16th August 2016 at 6.30pm

Attendees: (RM) Chair (Allington)
(MR) PPG Member (Claypole)
(MG) PPG Member (Long Bennington)
(CB) PPG Member (Long Bennington)
(CJ) PPG Member (Foston)
(TB) PPG Member (Long Bennington)
(JD) PPG Member (Bottesford) [minutes]
(JC) PPG Member (Dry Doddington)
(PW) PPG Member (Long Bennington)
(SM) PPG Member (Allington)
(PB) PPG Member (Claypole)

Apologies: (MM) PPG Member (Allington)
(AH) PPG Member (Allington)

RM opened the meeting and explained there would be no representatives from the Practice to allow the group to explore the way forward.

Minutes of the Last Meeting

Minutes were approved by the group as an accurate record.

Matters Arising from Previous Minutes

Roles and Responsibilities

Due to personal circumstances JD advised the group she is no longer able to continue as Interim Secretary. SM offered to take over from the next meeting.

CQC Inspection

The Practice achieved a rating of good in the recent inspection. The group acknowledged the hard work of the staff in achieving this result. It was noted the inspection had occurred at a difficult time when the patient records had just migrated to SystemOne.

SystemOne

RM said the Practice is to start a text messaging service to remind people of their appointments. PB wanted to know if this will be evaluated to see if there is a reduction of missed appointments.

Community Garden

RM did not know the outcome of any discussions with the landlord to have a plot on the current site. MR stated he is very interested in this if it were to be approved.

ACTION

- RM to discuss with Alison Lowerson the outcome of the discussion with the landlord.

Dispensary

Some members felt there was a marginal improvement in the dispensing of prescriptions since the changeover to SystemOne but others disagreed. The group is concerned the service from the dispensary is not the service it has been in the past. MG stated you had to order a day earlier than before and you are not notified if they cannot get a particular medication consequently you expect your prescription to be ready and it isn't. This has resulted in taking a prescription to a pharmacy. CB said there has been long queues and has heard negative feedback from patients who are waiting. It was unclear if the delays are due to a national shortage of drugs, SystemOne or operational issues within the dispensary. JD noted the CQC inspection had identified some problems in the dispensary.

ACTION

- RM to discuss these concerns with Alison Lowerson

Report on meeting with Caythorpe and Ancaster PPG members

RM said he has met with Doug Vince and Nicola Henderson from the Caythorpe and Ancaster PPG.

They have a quarterly newsletter which is sponsored. An example of their newsletter was shown. JC felt the newsletter was very long and was in favour of a short more simplified version. They also hand out the newsletter with medication. JC wondered what their print run was and offered to find out. RM said they have their own website and email address. This PPG has been in place for some time and they actively seek patient feedback from questionnaires. They also have special interest subgroups.

PPG Newsletter

The group acknowledged sponsorship would be useful to cover the production of newsletters.

JC was in favour of a two monthly shorter newsletter rather than a quarterly longer one. SM felt it could come out between PPG meetings to update on PPG business. JC and MG also

wanted to put in other useful information. MR suggested dates of flu clinics could be publicised in this way. CB offered to develop a trial format of a newsletter for the group to critique.

JC discussed her contacts for local village publications and PPG members updated her with additional contacts. The group felt the newsletter should be shared both electronically and in paper format to these contacts to achieve a wide distribution across the Practice area. . Copies could be available in the Practice but not to be given out with medication. TB asked about sharing information via Facebook. However it was still not clear if Alison Lowerson wants a Practice Facebook page.

ACTION

- RM to email CB a copy of the Caythorpe and Ancaster newsletter.
- CB to develop a draft newsletter and circulate around the group for feedback.
- MG will provide support for the newsletter content.
- JC will update CB on her local village contacts in order to achieve maximum distribution.
- RM will ask Alison Lowerson about the Practice Facebook page.

Ideas for the future

PPG open days

The group thought it would be a good way to publicise the role of the PPG and to receive feedback from patients. PB had first heard about the PPG on the screen in the Practice and others from the Practice website. JD suggested running open days during the flu clinics which the group agreed would be a starting point. Other open days could target other surgeries such as during child health clinics to get the views from different groups of patients.

ACTION

- RM to ask Alison Lowerson if we could meet patients at the flu clinics.

Questionnaires

It would be helpful to have a questionnaire for the flu clinic open days.

ACTION

- RM to ask Ancaster and Caythorpe for examples of their questionnaires.

PPG own website or page on Practice website and PPG email address

The group felt they wanted to keep a page on the Practice website. However it was felt a PPG email address would be useful. MG offered to monitor it and feedback could be circulated around the group. CB said we would need a domain name.

ACTION

- CB to research a domain name for a PPG email address.

National Association of PPGs and PPG week

JC said it is £60 per year to belong to the National Association of PPGs. The group would like to belong to this and thought the Practice might fund the cost. RM said we were unable to put on any events this year as it clashed with the CQC inspection. The group agreed it would be good to do something next year.

ACTION

- RM to discuss funding with Alison Lowerson

Subgroups

The group agreed this would be a future development.

SWOT analysis for the Practice

RM discussed what a SWOT analysis was (Strengths, Weaknesses, Opportunities and Threats) and suggested we do this as a group.

ACTION

- PPG members to email RM with their SWOT analysis.

Patient Council

RM gave an update on the latest meeting. He reported on a presentation about the shortage of health staff in Lincolnshire and recruitment is an issue. Lincolnshire will be part of a national pilot to recruit European doctors. SM asked about Caythorpe and Ancaster being training practice and if Long Bennington became a training practice would it help to recruit staff.

Any Other Business

Branch Closures and Travel to the Practice

CJ raised the difficulty in some patients have in getting to the surgery with the A1 and could volunteers help. CM stated it is very complicated in recruiting volunteers and they would have to have Disclosure and Barring Checks. It was acknowledged travel is an issue for all rural surgeries.

Absence of Practice Staff

Although it was a useful meeting without Practice staff the group missed updates from the staff and would like their attendance and contribution at future meetings.

Frequency and Length of PPG Meetings.

In light of the large agenda it was discussed if the group should meet more frequently or have longer meetings. It was decided to continue with bimonthly meetings but to extend the time by an additional thirty minutes.

Date of Next Meeting

Monday 19th September at 6pm to 7pm to discuss the forthcoming PPG Open Days.