

**Long Bennington Medical Centre
Patient Participation Group (PPG)
Minutes of meeting
Tuesday 5 September 2017**

Attendees: Bob McKinlay Chair - Allington
Sue Marvin Secretary - Allington
Martin Round
Carol Jones
Pat Wall,
Jean Clark
Mary McKinlay
Michelle Gilbert
Alison Lowerson Practice Manager
Colin Braziel
Prue Beck

Apologies: Frances Stapleton
Julie Darkin

The minutes of the previous meeting were agreed

Matters Arising

1. Dispensary

Sue reported on the meeting between Rey Rojo, the new Dispensary Manager, Alison and Bob, which took place following a number of patient grumbles received by Sue from residents of the Allington Gardens Residents Association (AGRA).

Following a successful meeting both Bob and Sue were confident that the new manager was more than capable of eventually turning the situation around. His past experience will benefit the dispensary greatly, plus an addition of 5 hours to the post.

Rey explained that there were a number of factors relating to the shortage of medicines patients are experiencing. Alison confirmed that a meeting had taken place between our supplier and the Practice; it was made quite plain to the supplier that the situation is unacceptable and could not continue.

Discussions took place on various aspect of supply and demand from both from the doctors and patients point. SystemOne stock control is now working and Doctors can see what is in stock.

Prue pointed out that there had been no communication letting patients know what sort of problems the dispensary was experiencing. The Practice will do posters and flyers to address this.

2. Emails from Patients

No email communications via the PPG email account.

3. PPG Surgery Attendance

No date was set for a PPG presence at a clinic, it was decided that the flu clinics would not be suitable because of the age group, Tuesday is a good day with all Doctors present and other clinics being held. A date will be discussed later.

4. External Speakers

Diane Hanson, Head of Engagement & Inclusion couldn't make this meeting. It was decided that Diane would be contacted to attend the next meeting. Julie Goy (Carers) would be contacted later in the New Year.

Martin suggested that perhaps the Sustainability and Transformation plan (STP) had got stuck in a rut, and needed reviving. The patient's council had asked that PPGs be involved in the consultation. (Bob to invite Diane to the next meeting)

5. NAPP

We are full members of NAPP and their newsletters have been circulated to the PPG members. A request for login details was requested. Bob to forward and circulate.

6. AOB

- i. Colin informed us that renewal (£45) for Office365, which hosts the PPG email address. It was felt that this was a lot of money just for an email address. Bob will look at alternatives. There is a matter of urgency as the renewal is due, 16/8/2017, we have 30 days grace. Martin also knows of someone who would act as host and will look into it.
- ii. Jean had sent an email regarding features in the newsletter on staff members. This has been declined by the practice. – Alison explained that the Practice understands the details of someone's personal life would be very interesting to some but we would not persuade any employee to disclose of anything about themselves to the public if they do not wish to, and the Practice doesn't believe it improves patient care. The Practice respects the private lives of their staff and hoped that the PPG held the same opinion.
- iii. Prue queried if the Flu Clinic was advertised on the web site and Colin asked if the surgery timetable was shown. Alison confirmed that the timetable is on the Practice website and would check that the flu clinic information was also available.
- iv. Martin raised the question of referrals being submitted before to a panel, Alison was not aware of this other than national press and, at the time of the meeting had not had any formal notification.

7. Date of next meeting

There being no further business the meeting closed at 7pm with the next meeting arranged for Tuesday 7 November 2017.