

**Long Bennington Medical Centre
Patient Participation Group (PPG)
Minutes of meeting held Tuesday 7 November 2017**

Attendees: Sue Marvin PPG Secretary – Allington
 Martin Round
 Carol Jones
 Pat Wall,
 Julie Darkin
 Michelle Gilbert
 Alison Lowerson Practice Manager

Apologies: Jean Clark

Minutes of last meeting – Apologies added to the previous minutes from Julie Darkin.

Matters arising:

1. Dispensing – Alison reported that things had improved, with prescriptions being dispensed within the required time. Drug availability is still an issue; the practice is having another meeting with suppliers on 28 November.
2. Discussion took place on how old young people have to be to register online in their own right, currently standing at 16 years but it may be changed in the near future.
3. Online prescription ordering and appointment booking is still being promoted, it is possible to have an app on a mobile for this purpose. It was suggested that the PPG could be more involved with promoting this, with even perhaps setting up a dummy machine showing how easy the system is to use. 18% of registered patients are currently signed up to use SystmOnline. Automatic prescription ordering is also being developed.
4. Another problem highlighted was hospital discharging patients without medication, this ultimately has an effect on the demand in dispensary.
5. There had been no email communications via the PPG email account. Due to the lack of enquiries the PPG having a standalone account is not viable. The Practice is happy for the email contact to revert back to the Practice generic secure email account which is SWLCCG.c83067@nhs.net.
6. Diane Hansen, Head of Engagement & Inclusion is currently meeting with Parish Councils. It was decided to invite her to a meeting in the New Year.
7. STP (sustainability and Transition Plan) is still very much in the background. The practice now has a Care Co-coordinator working 2 days a week to review and offer external community support to the elderly and frail.
8. Sue mentioned that there were some good ideas on the NAPPS website that have not been explored for our PPG. Alison agreed we could discuss possibilities at the next meeting.
9. The matter of peer review of GP referrals was discussed. It could well be seen as challenging their professionalism and their views have been made to CCG. In reality it

could be a complete waste of valuable time and duplication. No decisions have been made.

Agenda Items:

The future of the PPG – Four PPG members had recently resigned, including the Chair. All PPG members present were keen to continue with the meetings. More members are needed for new ideas and representation across the range of patients. A notice will be placed on the Practice website and on the TV in the surgery waiting room. Doctors will also give thought to who might be suitable. A suggestion was made that we each choose a cause or clinical area to champion and promote in the waiting room during surgery times. It was also decided that to have continuity, it was necessary to meet monthly, the times of the meeting would be during the day or early evening. Alison will email out to everyone with dates and times for the next few months.

Dr Longfield – she will be taking a working sabbatical year and will leave at the end of December 2017, a replacement GP has been found and will join the Practice for 12 months from January 2018.

Extended Hours Surgeries – The Practice had notified NHS England that one of the GP's would be taking a sabbatical from December 2017 for 12 months. Whilst they have managed to arrange clinical cover during this period they would be struggling to provide the requirements of the Extended Hours Enhanced Service. Therefore, after careful consideration the Practice gave notice on its current enhanced services contract and the Extended Hours service provided will end on 31 December 2017.

AOB

There being no further business the meeting closed at 7pm with the next meeting to be arranged.

Date of next meeting

To be confirmed.