



**Long Bennington Medical Centre**  
**Minutes of PPG Meeting**  
**Friday 5<sup>th</sup> October 2018 @ 9:30am**

- Attendees:** Robert Hay  
Harry Paice  
Martin Round  
Michelle Gilbert  
Alison Lowerson  
Paul Haley (not for the full meeting)
- Apologies:** Julie Darkin  
Andrew Darkin

## Minutes

### 1 Minutes of the Previous Meetings: Sign Off.

- 1.1 The minutes for the minutes of the meeting held on 7<sup>th</sup> September were signed off.

It was agreed that there would be a sign in sheet at each meeting in future to ensure an accurate record of attendees could be maintained.

### 2 Input from the Practice

Alison informed the meeting about the Practices' desire for the PPG to assist in increasing the number of patients using SystemOnline. See Item 4 below.

Healthwatch Lincolnshire volunteers are coming to the Practice to carry out a public listening event in the waiting room on Thursday 22<sup>nd</sup> November at 9:00am – 12:00pm. PPG members are encouraged to come along and shadow them.

### 3 Recruitment

- 3.1 Robert informed the meeting that the Village Hall had been booked and that it was the small meeting room that was reserved. The meeting was also advised that there would be a cost involved of £12:40.
- 3.2 At the time of the meeting there had been no definite indications from patients or confirmations of attendance. This will continue to be monitored.
- 3.3 Content for the meeting is essential and restricted to advising prospective PPG members about the role of a PPG and what would be expected of them. An overview of the state of planning the activities that would be required to address the areas that the Practice has indicated that they wish the PPG to be involved with.

### 4 Patient Action Plan

Alison informed the meeting that the Practice would like the PPG to investigate how they might assist in encouraging more patients to sign up to SystemOnline.



A concern that SystmOnline is not as intuitive and user friendly to sign up to as perceived was raised and it would therefore require active participation from PPG members to help a new user sign up, as well as demonstrate the current functionality. For this, it would be necessary to have established a “Dummy Account(s) for demonstration purposes. Debates ensued and nothing was resolved at the meeting.

At this point Paul excused himself from the meeting.

## **5 Social Media, Data Protection & Insurance Updates**

- 5.1 As Paul had departed there was no update on Social Media.
- 5.2 Robert gave a brief update on what next steps are required to resolve the outstanding queries regarding the position of the PPG in regards to the new data protection regulations. Alison is endeavouring to identify the appropriate individual(s) within NHS IT to discuss the issue.
- 5.3 Harry updated the meeting on his progress regarding liability insurance cover. He was, at the time of the meeting, still waiting for a response from the CCG. Enquiries are ongoing.

## **6 Dates of the next meetings**

- Friday 2<sup>nd</sup> November 2018
- Friday 7<sup>th</sup> December 2018

### **Actions**

1. **All**; please endeavour to make these dates free to attend.
2. **All**; consider alternative ideas for the timing and venue for the PPG meeting that are much more “inclusive” to ensure meeting times are not a barrier to people volunteering their participation.
3. Encouraging patients, particularly those with Chronic diseases to book in for a Flu jab;

## **7 Any Other Business**

- 7.1 Alison mentioned that Diane Hansen from the CCG would be happy to come along to a PPG meeting. The meeting agreed that it sensible for us to list items that we would like to discuss before she was invited.
- 7.2 As there was no further business the meeting closed at 11:00am.