LONG BENNINGTON MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

MEETING HELD AT LONG BENNINGTON MEDICAL CENTRE ON 17TH MARCH 2022 AT 10 a.m.

**Attendees.**  Lisa Smith (Chair), Derek Fisher (Secretary), Keith Bowers, Michelle Gilbert, Norman Bertram, Paddy Furey, Brian Fisher, Martin Round, Karen Turner (Practice Manager),Lizzie Kay-Stott (Deputy Practice Manager)

**1.Apologies for absence** There were none.

2. At this point in the meeting KT said there were many changes happening in Primary Care. She sought the PPG’s assistance in communicating these changes to the patients. The Practice will have to operate differently and had no choice but to accommodate these changes.

**3. Approval of minutes from 17th February 2022 meeting.** These were approved.

**3. Matters Arising.**

**a) Terms of Reference.**  MG had made the agreed amendments and circulated them to PPG members. This final version was agreed.

**4. Surgery Updates**

**a) Role of members** This was explained by KT.

**b) Update on CPCS** An engagement survey was taking place and LKS said the new system was ready to go. No live start date had yet been agreed.

**c) Update on PPG Website** LKS said that work on the PPG Website had started and the relaunch is planned for May.

**d) AccuRx Update** KT said she had been asked to manage the changeover from “Ask my GP” to “AccuRx”. Training has started incorporating NHS requirements. It is planned to go live on 9th May and patients are to be advised of the change 2 to 3 weeks prior to the start date. KT is reviewing the best way of communicating the change to patients.

**e) Team Member Updates** LKS said that two new receptionists and a reception team leader are due to start on 28th March. The Dispensary Team Leader had left and recruitment has started for a replacement. A Mental Health Practitioner had started in the Primary Care Network.

**f) PPG Notice Board in our reception area** This is now in place. Suggestions were made to make it more visible possibly in the foyer. **KT TO INVESTIGATE**

**5. Annual Telephone Reviews.** This item was withdrawn

**6. Elderly Patient Premium** This item was withdrawn.

**7. Update following conversation with Alvanley practice and ideas going forward** LS reported that she had had a zoom meeting with the Alvanley chair. The 16 PPG members there are termed “wellbeing champions” and each has a responsibility for developing an outside group. e.g. singing, rambling etc. It was noted that should we decide to follow this approach, the insurance implications would need to be checked. LS will arrange for Dave Chorlton to attend the next meeting via zoom.

The ongoing discussion identified an initial need for our patients to be advised of the range of services that are currently available. **LKS WAS ASKED TO PREPARE A LIST OF THESE SERVICES AND CIRCULATE IT TO PPG MEMBERS BEFORE THE NEXT MEETING.**

**8. Any Other Business**

LS advised the group that the plans for the coffee and chat drop in at Sixty Two were underway and it is hoped to start these sessions within the next month.

**9. Date of Next Meeting** Wednesday 13th April.

Derek Fisher, Secretary, Long Bennington PPG.