LONG BENNINGTON MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

MEETING HELD AT LONG BENNINGTON MEDICAL CENTRE ON 13TH APRIL 2022 AT 10:30 a.m.

**Attendees.**  Lisa Smith (Chair), Keith Bowers, Michelle Gilbert, Brian Fisher, Karen Turner (Practice Manager), Lizzie Kay-Stott (Deputy Practice Manager)

**1.Apologies for absence** Paddy Furey, Martin Round, Norman Bertram,

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

**3. Matters Arising.**

**a) Resignation of Derek Fisher (Secretary)**

**b) Appointment of new Secretary.**  Due to the resignation of DF the PPG are looking for a new Secretary. LKS has agreed to take the minutes for April meeting. LBMC will post on their social media page the need to recruit some additional people to the PPG (one of which we are hoping will volunteer for the Secretary role.

ACTION: we are looking for a new Secretary

**4. Surgery Updates**

**a) AccuRx Update**

KT explained to the group the progress and complexities of the project. LBMC are in the process of configuring the appointment slot types and allocations available. The proposed go live for the new online consultation tool is 17th May.

**b) New Practice Website**

LKS is currently working on developing a new website for LBMC. This will use the same URL (website address) as the current website but will be more patient-friendly with buttons and navigation in line with current website designs. The proposed go live for the new website is the 17th May inline with the AccuRx go live date.

**c) New Team Members**

LBMC have welcomed: Paula and Sarah as receptionists, with Suze at the new Reception Team Leader. Victoria has been appointed as the new Administration Team Leader.

Two roles have been offered and accepted to Louise and Niall to join the team as dispensers. At this stage, there are no plans to advertise for a Dispensary Manager role as KT and LKS are currently supporting the team.

**5. Feedback from the Coffee and Chat session.** LS updated the team on the first coffee and chat session. The plan is to actively advertise this within the community and on social media pages to try and increase the number of attendees.

ACTION – to repost the coffee and chat on local social media pages to attract more attendees.

**6. PPG News Article**

The PPG news article written by LS was published online in both the Grantham Journal and the Newark Advertiser

**7. Ideas for the group moving forward**

**a) Wellbeing Walk**

LS has spoken to the Lincs Co-op about the possibility of creating a local Wellbeing Walk group. For this to happen we would need a member of the PPG to step forward and offer to be the champion for this activity. There would be 3 hours training given and funded by the Co-op which is endorsed by the Ramblers Association.

The PPG decided that there are social prescribing benefits for creating this group and in support of moving forwards with the proposition.

ACTION: we are needing to appoint a champion to take on the development of the Wellbeing Walk proposition.

**b) Communication Board**

BF and family have kindly offered to source, purchase and install an external notice board at LBMC to help communicate both PPG and LBMC notices. LBMC would like to thank BF and his family for this very generous offer and are looking forward to being able to make use of the board. Thank you.

**c) Existing Local Groups**

The PPG are aware that there are numerous groups in existence within the local community that we could potentially interact with to offer to our patient population.

ACTION – each member of the PPG to make a list of the groups that they are aware of and bring to the meeting in May. This will be collated to create a master list for the PPG to focus on.

**8. Any Other Business**

**a) Our Services**

LKS shared with the group the output of Our Services notice that was an action from 17th March meeting. This will be published on our new website and in the new external communication board

**b) Third Party Confidentiality Agreement Forms**

LKS has requested NB and MR complete Third Party Confidentiality Agreement forms as per the other member of the PPG. These will be issued at the meeting in May

**9. Date of Next Meeting** Wednesday 18th May

Apologies for the May meeting already accepted from BF.