



PATIENT PARTICIPATION GROUP

Meeting held at Long Bennington Medical Centre

15th February 2023 at 10:00 a.m.

Attendees: CS, EH, LS, KB, JB, SB,

1. Apologies for absence

- AT, BF, MG, AN.
- We have received a formal notification that Norman Bertram has resigned.
- AN has not got back to LS regarding joining online. LS to chase Confidentiality Agreement.

2. Approval of minutes of previous meeting

- Agreed as a true record. The group gives a brief overview of what was discussed in the previous meeting.

3. Matters arising – all items discussed as part of this meeting agenda

4. Surgery Updates –

• Welcome to the new PPG members

JB signed a Confidentiality Agreement before meeting started. All group members gave a brief introduction about themselves and their roles.

• Review of Terms of Reference version 3.1

• Terms of reference are reviewed as a group, MG, SB to make any necessary changes.

- PPG shall not exceed 15 members.
- Members who fail to attend meetings, follow up required from the Chair.
- Meetings at least 8 times a year, Wednesdays.
- In the absence of the Chair, the Compliance & Contracts Manager will perform duties.
- Regular meet and greet to engage with patients.
- AGM March every year.
- The Chair of the PPG will be subject to a DBS check.



- Nominated Chair of the PPG will serve for a term of 2 years but may be re-elected at the end of term.
 - SB suggests adding a 'what we are not' section to the Terms of Reference to avoid conflict or miscommunications. There are some indicators which show what we are not about but these are not covered under one section.
 - LS has informed patients who wish to join the group that we are currently full to capacity – to be followed up after AGM.
 - CS suggests that if the capacity of the group is increased, we could agree to meet in the reception area after 6.30. LS expresses that this may make it more difficult for older people to join.
 - Suggestion box is referred to in the Terms of Reference – If this is to be used this will need to be monitored so this is used correctly.
 - Within the Terms of Reference, we need to include a section reference to joining the meetings remotely. SB proposes the idea of having a rota for remote joining's to prevent people from feeling like outsiders.
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- **Website feedback following presentation**
 - CS investigated LS's previous query regarding the inability to book face to face appointments via the practice website. It has been confirmed that at the time there was no availability but typically patients should be able to book these online.
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- **2nd Wellbeing walk today**
 - The first walk was a great success and there were 12 participants.
 - The walk was advertised in the Grantham journal as well as the Newark advertiser.
 - Sam suggests advertising the walk in the village notice board – NB and IM to distribute around villages.
 - The second walk will be taking place at 11.15 today after the meeting.
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- **Patient Access still on hold**
 - CS explains to JB that it is continuously delayed.
 - The access will only allow patients future access and if they require previous medical records, they must complete a SARs request.



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- **Health Kiosk Support**

- CS has asked for support from PPG group with the kiosk in particular assisting with patients' Blood Pressure readings. LS says that she is happy to put herself forward
- Follow up at the next meeting and liaise with Tori once the machine is in full operation.

- **Did Not Attend's**

- There has been a decline in DNA figures in the past month - there were 66 in January.
- The DNA policy has been revised by the Operations Officer.
- LS asks about sending patients appointment reminders to reduce DNAs, CS explains that the surgery already does this.
- CS explains DNA process to JB.

- **Staff Update**

- An advertisement for a new receptionist/admin was put on Indeed, as discussed in the previous meeting.
- This vacancy has now been filled and the recruit will be joining the team on the 28th of February.

- **DBS checks – Nicola Support matching Patients for Home Visits**

- Approval of KB and LS DBS checks.
- CS explains to JB the commitment within the group to visit housebound patients.
- CS to look into online safeguarding course for the group.
- JB expresses the importance of the group understanding the responsibility that comes with visiting housebound patients

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- **KB – Update following Foston Neighbours AGM**

- KB attended Foston neighbour's AGM.
- All group members are DBS checked and the group receives multiple sources of funding.
- KB discussed the Wellbeing Walks that are held at the surgery with the group.
- It was suggested that members can walk to Foston and have tea and coffee in the Foston village hall.



- **PPG AGM Preparation 09.03.2023**
- CS has done a register and posters for AGM on 9th of March which will be displayed around the surgery. Also advertised online.
- LS and CS to meet the week after next to prepare, KB will possibly join too.
- Minute taker needed for AGM EH on annual leave.

- **Any other business**
- JB says that she is just observing the group and it is how she assumed it would be. Her mum's old age has opened her eyes to how people without family to support them may feel isolated.

- NB explains her role and IM roles to link patients to the wider community to counteract feelings of loneliness amongst older generations.

- LS suggests that many older people do not like the Accurx system and may feel discriminated against if they are unable to access the internet. CS explains we still have receptionists and people available to speak to at the end of the phone.

- JB suggests that many people may not be up before 8.30 and perhaps these are the people who require the appointments the most. CS explains that the surgery has a duty of care for patients and requests can be put through for those who are unable to do it themselves

- LS suggests creating paper surveys for older people and JB volunteers to deliver these. CS queries confidentiality breaches which may be caused.

- SB suggests creating a 'how to' guide to offer support with our services for those who need it.

- SB queries organisational ways of increasing appointments. Management are reviewing appointment times in April.



- NB explains to the group that we are introducing different professions to the surgery such as the new mental health nurse and paramedics. This should help to free up GP time and availability.
- KB asks for a list of housebound patients that could be visited by the group members. This will be gathered in preparation of the next meeting.
- NB gives positive feedback on paramedic service and explains the process to JB
- LS suggests putting 'what we do well' on the website
- CS reached out to Long Bennington Charities and the Chair is willing to speak to us and will be invited to the AGM.
- EH to update contact details to include new member.
- EH to complete the PPG notice board in reception.
- **Date and Time of Next Meeting**
15th March 2023 at 10am.