



PATIENT PARTICIPATION GROUP

Meeting held at Long Bennington Medical Centre on Wednesday 15th March
at 10:00 a.m.

Attendees: CS, EH, NB, MG, KB, JB, LS, BF, SBR

1. Apologies for absence

AT, SB – not heard from AN.

2. Approval of minutes of previous meeting

Agreed as a true record. LS briefly recaps the group of the minutes from the previous meeting.

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

4. Surgery Updates – CS

All to sign annual declaration of commitment

- CS has printed each group member a declaration to read and sign.

3rd Wellbeing walk today

- The previous walk was successful, with 18 participants.
- The number of walkers has increased since the initial one.
- Today's walk is to Foston and entails refreshments at the village hall, which are being provided by the Foston Neighbours group.

Patient Access Information

- It is anticipated that this will be live by the end of October. CS explains what this means to SBR.

Health Kiosk support dates

- CS suggests Tuesday from 4 o'clock, as well as from 9 o'clock and 3 o'clock on Wednesdays.
- MG says she is happy to volunteer for Tuesday and LS and KB are happy to do Wednesday before the meeting.
- It is agreed that the 18th and 19th April would be suitable dates for this.



Whistlers Pharmacy

- Whistlers Pharmacy offer free prescription and collection services.
- NB explains to the group the difference between a dispensary and a pharmacy
- NB expresses the benefits of the services offered by the pharmacy to housebound patients.
- SBR praises the manager's great reputation
- MG outlines to the group that once you change pharmacies, you cannot change back.
- CS to check locality

N.A.P.P

- CS believes it could be used as a platform for ideas.
- MG used some things to help write the terms of reference for the group.
- LS agrees that this would be a good idea.
- CS to subscribe

Did Not Attend's

- Similarly to January, there were 66 DNAs in February. This figure has declined from previous months.
- It is likely that there may be an increase in DNAs for March, because of harsh weather conditions.
- SBR queries if appointment cancellations are considered DNAs, CS explains that they are if it is 24 hours prior to the consultation.

Staff update

- The new administrator started her role on the 28th February and has settled in well.

Training completed by LS, KB – Nicola Support matching patients for home visits

- SBR suggests that the more DBS checks that are done at once, you can often get a lower price on them. He says that it could be worthwhile to collaborate in order to achieve a bigger saving.



- NB has selected 12 patients who she thinks would benefit from home visits the most.
- NB explains how she thinks the group should start by visiting those who need it the most, and then move onto others who it may also be advantageous to.
- CS needs commitment from LS. LS has previously explained that she would not have any availability in March/April due to prior commitments

Update on internal and external notice boards – EH, CS

- The PPG notice board has been completed and is located towards the front of the surgery. LS thanked EH for completing this

Any other business

- KB asks about volunteers for home visits – JB is happy to partake in this, however she will be away until May.
- NB is working on timetables for what activities are on in the local area. She is creating one for the villages as well as one for Grantham.
- JB asks to see the timetables; CS suggests we display it in the reception area of the surgery.
- CS intends for the group to create a biannual (half yearly) newsletter. The group felt that this would be a good idea. CS asked LS as the Chair if she would be prepared to take on the task. LS explained that she already had taken on a number of responsibilities within the group and suggested that this was offered out to the wider group. SBR says that he would be happy to do this for the group.
- CS highlights the importance of commitment within the group – it is vital that group members are dedicated in completing outstanding tasks and improving the group going forward.
- CS informs the group that a partner will attend a meeting every six months. To do this, they are required to put their clinics on hold. Therefore, this will be reviewed if it is found to be unnecessary. MG explained that in the past a GP had attended previous meetings.

Previous requests

- BF enquires any further information on tree planting.
- Group to check notes from previous meetings to find out what type of tree BF previously requested.



LONG BENNINGTON
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Addendum- Following on from the meeting CS has researched information from the Woodland Trust and has asked BF to look at the link on the Trust's website and make a decision on the variety of tree that would be most suitable for the area.

The meeting closed at 10.55 in time for the Wellbeing walk.

Date and time of Next Meeting

Wednesday 19th April at 10 am.