



PATIENT PARTICIPATION GROUP

Meeting held at Long Bennington Medical Centre on Wednesday 21st June
at 10:00 a.m.

Attendees: JB, NB, SBR, MG, EH, AT, CS, LS

Apologies for absence SB, KB, ER

1. Approval of minutes of previous meeting

Agreed as a true record. LS gives the group a brief overview of the minutes from the previous meeting – CS to upload to the practice website.

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

3. Surgery Updates –

6th Wellbeing Walk today

- The walk will be a new route around the village. It will be kept fairly short due to uncertainties regarding weather conditions.
- We are planning a route to Westborough for next months walk, intending to incorporate the coffee morning into this, which is being held at the village hall.

PPG Awareness Week & Health Kiosk feedback

- CS thanks the group for all the help with the kiosk. MG suggests that it may be beneficial to do a separate meet and greet rather than interweaving it with the health kiosk sessions.
- JB thought it was a good opportunity to introduce herself and her role in the PPG to patients whilst they were sat waiting for their kiosk appointment.
- MG reports on several issues the group were having with the health kiosk, whereby it would display various error codes. EH has since contacted an engineer who has managed to resolve the issue.
- MG has requested one-hour long shifts in future.
- LS and MG agree that the time allocation for each patient is too short
- SBR suggests changing time allocation per patient to 10 minutes.



- JB highlights that patients may feel uncomfortable if they're being closely watched when filling out personal questionnaires. It may be beneficial to give patients space and inform them that you're happy to help them if they have any struggles or queries.

May DNA's

- The figure for missed appointments in May was 87 – this has increased considerably compared to previous months.
- MG queries problems with text message reminders – CS to investigate this.

Staff update

- CS reads statement from SL to announce her retirement.
- CS informs the group that the surgery will be welcoming a new salaried GP Dr A Courtier
- The surgery has taken on an advanced nurse practitioner, Dani, who started with us on the 9th June and will be working at the surgery on Mondays and Fridays.
- LS suggests investing in a book for patients to sign to wish SL the best and express their gratitude for her work over the years.

Home Visit update – NB

- NB tells the group that she has two patients needing home visits
- NB has another patient in mind who may benefit from home visits.

Therapy dog update

- CS and IM have been in contact with the owner of a therapy dog. IM to meet on 28th June.
- Owner and the dog has been invited to July Wellbeing walk.

Thank you to Foston Neighbours for planters

- The staff Wellbeing area is now in use, the Medical Centre thank Foston Neighbours for their donation of plants and pots.
- CS agrees to show the Wellbeing area to group members after the meeting has ended.



Tree Planting – Still on the search for trees

- CS is currently searching for trees to go in the wellbeing area, however, wishes to avoid purchasing these online, as it may be difficult to get an accurate perception.

Foston Neighbours update – SBR & ER

- SBR had to cancel the previous meal due to no cooks
- Foston Neighbours are asking members to redo the introduction to safeguarding training.
- SBR has developed a form for the referral process from NB to Foston Neighbours.
- The group have invested in a new cooker for the village hall
- CS shows the group the leaflet, displaying different activities in the local area and the times they occur.
- LS suggests having copies of the leaflet in the reception area, as older people may not see these events advertised on social media
- NB informs the group that the leaflets have been very well received amongst her patients.
- SBR advised CS all volunteers will be refreshing their safeguarding learning

AOB - All

- NB informs the group that she has given around 30 housebound Covid vaccinations.
- CS asks SBR if the Foston Neighbours would take our old worktops for the village hall kitchen.
- CS will soon need to start planning the October flu clinic, so asks group members if they could please confirm their availability.
- EH puts forward to the group her project idea for her apprenticeship. As the 75th anniversary of the NHS is coming up, it would be a great opportunity to showcase to patients the different services the surgery offers to its patients.
- PPG members are invited to participate in a meet and greet during the week commencing 5th July, to promote the good work that they do for the surgery. This will take place in the waiting area of the surgery - further details regarding dates and times will follow.



LONG BENNINGTON
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- There is now a dedicated NAPP phone line for group members – this will be operated from 10 – 3 on Tuesdays, Wednesdays and Thursdays from 30th May

Date and time of next meeting –

- Wednesday 19th July at 10 am.