



PATIENT PARTICIPATION GROUP

Meeting held at Long Bennington Medical Centre on 19th July 2023

at 10:00 a.m.

Attendees: SB, KB, MG, EH, ER, CS, LS

1. Apologies for absence

JB, SBR. Belated apologies from AT. NB was hoping to join the meeting after home visit but did not make it back in time.

2. Approval of minutes of previous meeting

Agreed as a true record.

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

4. Surgery Updates –

7th Wellbeing walk today –

- KB and CR to lead the walk to Westborough today. The group will stop at the village hall for refreshments.
- CS to promote the position for another walk leader, as we will be losing CR from September.
- KB puts forward the idea that we should have another walk in August to maintain consistency, despite no PPG meeting.
- The group collectively discuss the benefits of the walks to patients at the surgery.
- CS to post on social media regarding the search for a new walk leader.
- KB to propose the position of walk leader and potential August walk to today's walkers.
- KB not available for September's walk. Suggestion of Foston route for September.

Health Kiosk support dates proposed

- Health Kiosk has been working properly since it was serviced
- Foston Neighbours are willing to help volunteer with sessions.
- ER may need to withdraw from commitment if ceases to be available.
- Going forward, slots will be 10 minutes long rather than 7.5 minutes.



- Previously, many patients would carry out full health checks rather than just blood pressure – this would take significantly longer.

DNA's June & new report created

- 111 DNAs in June – a large increase compared to previous months.
- CS created new report on number of DNA patients with no text message consent.

Staff update

- New dispenser will be working 30 hrs a week
- New GP, AC will be starting in August to take over from SL
- ANP, DC, will be working Monday and Fridays.
- Starting from October 2nd year medical students from UON will be sitting in with GP consultations. Patients will be asked for permission beforehand

Home Visit update - NB and KB

- KB had 2nd home visit. He explained that an hour-long visit can make a huge difference to someone's day.
- CS has recommended sending KB some useful video links for patients with dementia.

Therapy dog update

- Therapy dog, Max, is willing to visit patients. KB to speak with owner, Sharon, about home visits on today's walk.

Newsletter update – SBR

- SBR has started writing the newsletter
- CS to follow up with SBR regarding progress



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Farewell book for Dr Longfield

- There is a book on the counter in front reception for patients to sign to give Dr Longfield their best wishes.
- CS says that comments are really personal and thoughtful
- CS thanks the group for the suggestion of a signature book

Worktops

- CS offers old worktops to the group. The surgery would be grateful for them to be reused rather than going to landfill.
- It was intended for the worktops to be donated to Foston Neighbours to be used in the kitchen, however SBR confirmed that they would not fit correctly.

Foston Neighbours Update

- 29 people attended the recent lunch club and there were 7 volunteers.
- Breakfast club was quiet.
- 25 people attended the coffee morning
- Next lunch is on 11th August
- Foston Neighbours are looking for refresher first aid training, they have not been successful in finding an affordable or local course. CS will make some enquiries.

Date and time of Next Meeting

Wednesday 20th September 2023 at 10 am.

Any Other Business – All

- SB offers her support with possible improvements with registration process to reduce paper and make more efficient.
- EH explains end point project to the group for apprenticeship. CS adds that a memorial area could be beneficial for patients to use for reflection.
- SB suggests contacting a local business for memorial benches
- LS recommends finding out the cost of a bench so we can position this in our approach to the project

- Once JB has completed DBS check, pairing process for home visits can commence.