



## **PATIENT PARTICIPATION GROUP**

Meeting held at Long Bennington Medical Centre on Wednesday 20<sup>th</sup> Sept 2023.

at 10:00 a.m.

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

### **1. Apologies for absence**

KB, ER

### **2. Approval of minutes of previous meeting**

Agreed as a true record. LS gives a brief overview of previous minutes to group members.

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

### **4. Surgery Updates –**

### **9<sup>th</sup> Wellbeing Walk Today –**

- The group had initially planned to walk to Foston and have refreshments from the village hall, however due to weather conditions, the route has been changed to a shorter walk around Long Bennington.
- It has been suggested by a leader to make possible changes to dates for next year's wellbeing walks – CS to investigate.
- New walk leader has training course booked for 02<sup>nd</sup> Oct 2023.

### **Health kiosk support on hold**

- There are intermittent error messages when patients use the blood pressure machine in the health kiosk.
- CS will investigate having it repaired.
- The Medical Centre will consider the options of having it repaired or replacing it.

### **DNA's July & Aug**

- 98 DNAs in July
- 110 DNAs in August
- There has recently been a problem with text message reminders, so it is likely that this has been a contributing factor.



LONG BENNINGTON  
Medical Centre

## Staff Update

- Dr Longfield left the practice on 18<sup>th</sup> August.
- Dr Courtier started on 15<sup>th</sup> August and is settling in well.
- Nurse Dani's clinics have been filling up quickly.
- By the end of October, we will have access to three community paramedics that support the needs of patients in the area. Each will have 7 slots every day for acute medical concerns.

## Newsletter

- The newsletter was published at the end of July, thank you to SBR for his help with this.
- It is displayed in the waiting area and on our website.

## Flu Stats

- Last week, 1845 invites were sent out to over 65s, 1178 patients have booked an appointment. 308 of these have been booked by the team and 870 using the self-booking link. There is a total of 1425 appointments available.
- There have been 705 text messages sent out to people of ages 18-65 who are at risk. 228 people have booked using the link attached, and 15 have been booked by the team here.
- If not available on this date, some patients may opt to have their flu vaccinations in pharmacies or at work if available.
- Patients will then be able to get Flu Vacs in the Medical Centre within normal opening hours subject to availability.

## Flu Clinic support – 07<sup>th</sup> October 2023

- The flu clinic will take place on Saturday 07<sup>th</sup> October.
- We will require volunteers to carry out carpark duties from 8-1. KB will be available until 11 am. JB & AT have advised they can support with this also.

## Macmillan morning - 29<sup>th</sup> September 2023

- Bake sale will be held on Friday 29<sup>th</sup> September from 10:00 – 12:00.
- Donations of cakes are welcomed.



- ER and LS have volunteered to support this event.

### **Planning for 2024**

- Possible changes to dates for 2024 meetings were discussed. The group should consider this as it will be an agenda item in next month's meeting.
- LS suggests evening meeting, the group would find this difficult.
- If we decide to expand the group, LS suggests a team call to allow a larger volume of people to join.
- Date yet to be decided for the 2024 AGM.

### **Bra Donations**

- Breast health clinic will be held on 10<sup>th</sup> October at Westborough village hall.
- CS invites the group to participate with Bra donations – Bras are being collected for the Women in The Gambia in Africa to help them achieve dignity and safety as they go about their ordinary lives. Any donations will need to be handed in by Thursday 5<sup>th</sup> October.

### **External Company Recommendations**

- It is important that companies are accredited before the Medical Centre can pass on any info to patients.
- SB suggests advertising different health services on a notice board in reception – there would need to be a disclaimer to make patients aware that the Medical Centre is not recommending these services, only informing them of what is available in the local area.
- CS explains that there is little room on the PPG board to do this.
- MG expresses concerns about the Medical Centre recommending external companies and the implications this may have for the Medical Centre if services are not of a good enough standard.
- NB advises she will inform patients of services in the local area; however she is unable to recommend them.

### **Home Visit Support Needed.**

- NB explains that patients in Long Bennington ask about Foston Neighbours carrying out home visits – they do not have capacity to do this unless other



volunteers in the village are willing to help. KB, JB, AT, LS may be able to help with this

- SBR has the contact number for a neighbouring group in Long Bennington.
- AT has carried out training for home visits but has not partaken in any yet. He is keen to get involved with these. KB to share visits with AT for the male patients he visits.
- CS offers to send group members Dementia Friend videos to watch.
- SBR also recommends an alternative Dementia training course which he is happy to share with the group. SBR to send to CS.

### **The Corkhill Award**

- NB informs the group of the award and the possible prizes to be won.
- This year the theme is celebrating PPGs working in their wider communities.
- NB believes it would be a good opportunity for LBMC PPG to have entered for the award.
- The winning PPG will receive a prize of £400.
- The runner-up PPG will receive a prize of £100.
- NB gave application form to LS.
- The closing date for applications is 31<sup>st</sup> October.
- The winner for the award will be announced on 18<sup>th</sup> November 2023.
- To be followed up at the next meeting.

### **Transport Support**

- Transport is still something we get asked about – is there a local group that anyone knows of that can support? SBR mentions that the group that was established during Covid called ALBERT.

### **Foston Neighbours**

- Lincolnshire Co – op Community Champions have raised £550 for Foston Neighbours.
- This money has been spent on installing a new range cooker into the village hall kitchen.
- This will enable the group to provide a larger variety of food at their events.
- The next breakfast club will take place at 9.30 on Saturday 23<sup>rd</sup> September. Group members are invited to join if they wish to.



### **Chatty café Scheme**

- The event takes place at Sixty-Two coffee shop every Thursday afternoon, from 13:30 – 14:30.
- Anyone is welcome to attend.
- All volunteers are DBS checked and trained.
- NB suggests for LS to take events timetable to give to patients – CS to print some additional copies.

### **Any other Business**

- There is a possible upcoming Dementia Group in our area. It will be a safe space for attendees to share experiences and socialise with others. There have been discussions about different themes for the events, we are hoping for one of which to be music. We could also involve the nursery in the group to allow interaction between people of different generations.
- EH followed up on the Wellbeing Area which was discussed in the previous meeting. It is intended to raise money for a bench from a local manufacturer and perhaps some plants to accompany this.

### **Date & Time of Next Meeting**

Next PPG meeting will be held on Wednesday 18<sup>th</sup> October 2023 at 10:00 am.