



PATIENT PARTICIPATION GROUP

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

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

1. Apologies for absence

- JB

2. Approval of minutes of previous meeting

Agreed as a true record. LS gives the group a brief overview of minutes from the previous meeting.

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

4. Surgery Updates –

11th Wellbeing walk today. Walk leaders still wanted.

- The previous walk to Foston was a great success, with 19 participants.
- The Medical Centre will promote the vacancy for walk leaders to the community.
- The position will be advertised in the local newsletter in January.
- KB explains that today's Wellbeing Walk will just be a shorter route along the river, due to restrictions because of recent weather conditions.

DNA's Oct

- There were 200 DNAs throughout the month of October - 90 of which were from the Flu Clinic. This is the largest figure so far this year, however this is to be expected due to the increase in appointments as a result of the Flu Clinic.

Suggestion box feedback

- The suggestion box has been mistaken for a sample box on multiple occasions, despite being moved to a different location in attempt to avoid this issue.
- Therefore, it has been removed, however the receptionists will still be promoting the feedback forms to patients.



- A suggestion was to increase the size of the carpark; however, this may not be possible as we do not own the land.
- SBR queries disabled parking spaces – MG has seen people park there who do not hold a blue badge.
- Parking is to be monitored if patients are using and abusing disabled spaces.

Team values

- CS shares the Medical Centre's values with the group.
- LS suggests the group collectively coming up with their own set of values – CS approves of this suggestion.
- AT and SBR to share their own company's values with the group for some inspiration.

Home visit support update – NB

- There are currently no patients who NB feels are in desperate need of a home visit.
- AT has completed his training and is willing to share KBs workload.

Foston Neighbours – SBR, ER

- SBR tells the group about Access cards and their benefits, which he has learnt as a result of personal experiences.
- Shine charity attended the recent Foston Neighbours meal. NB explains that they have recently set up in Allington and are all about connecting people.

Dementia Group

- The first dementia group was a huge success, with 45 attendees. People had attended the group who hadn't left the house in years, and everyone had a nice time.
- NB tells the group that they are still in need of more volunteers.
- SBR would like more volunteers from Long Bennington.
- SBR explains that the aim is to be available whenever possible, there are no set dates or times.
- MG volunteered to help create name badges for the attendees.



13th December 2023 – PPG Meet & Greet and Mince Pie to incorporate NHS APP session.

- The Medical Centre will create a poster and put a social media post out to promote the event.

Equipment Clinic drop off idea for 2024.

- CS puts forward a suggestion of collecting clinical equipment ie walking frames and crutches that are no longer accepted back after use to donate to charity.
- LS queries cleaning and testing of equipment.
- SBR is happy to collect equipment from people's houses if necessary.
- It will need to be agreed which charity equipment is going to before we arrange dates for the drop off clinic.
- Subject to be put on the Agenda for 2024.

The Corkhill Award AGM & Award 18th November 2023 – LS.

- LS presumes the group has not been successful for the award as we have had no further contact.
- LS is attending the AGM + Awards call on the 18th November

Any Other Business – All

- MG informs the group that the Get Fit group has changed its venue to Fernwood Village Hall as previous location was too small – MG to obtain a more up to date poster to display in the surgery.
- CS to publish a PPG vacancy and information regarding our new GP starting, to the Allington Newsletter.
- NB states that Allington also have a charitable group who may be willing to help patients out with collecting prescriptions etc.
- CS has developed a contact form for the Medical Centre's website, to allow potential new PPG members to share their details.
- KB requests that the Wellbeing Walks are also advertised in the Allington newsletter.
- CS to forward the walk leader newsletter to KB.
- EH to assist KB with editing the wellbeing walk template from the Co-op.
- LS suggests creating a new PPG newsletter for springtime – CS supports this.



- SBR has provided information for the Albert Group. He will investigate further and report back in the next scheduled meeting.

Dates for next year's meetings:

- 17th January 2024
- 21st February 2024
- 14th March 2024 AGM evening time TBA
- 20th March 2024
- 17th April 2024
- 15th May 2024
- 19th June 2024
- 17th July 2024
- 18th September 2024
- 16th October 2024
- 20th November 2024