

## Long Bennington Medical Centre- Patient Participation Group (PPG)

### Minutes of meeting held on Tuesday 22<sup>nd</sup> March 2016 at 6:30pm

<b>Attendees:</b>	Alison Lowerson	(AL)	Practice Manager
	Dr Shauna Longfield	(SL)	GP Partner
		(RM)	PPG Chair (Allington)
		(MM)	PPG Member (Allington)
		(JC)	PPG Member (Dry Doddington)
		(PW)	PPG Member (Long Bennington)
		(MW)	PPG Member (Allington)
		(MR)	PPG Member (Claypole)
		(MG)	PPG Member (Long Bennington)
		(AH)	PPG Member (Allington)
	(JD)	PPG Member (Bottesford) [minutes]	
<b>Apologies:</b>	Karen Turner	(KT)	Deputy Practice Manager
		(AM)	PPG Member (Long Bennington)

AL welcomed everyone and informed the group RM had agreed to be the PPG Chair. RM took the lead and chaired the meeting.

#### Minutes of the last meeting:

Minutes were approved by the group as an accurate record. Brief discussion about PPG member's names on the minutes for group use but names would not be published externally.

#### Matters arising from previous minutes

Online Appointments – AL advised the Practice will go live with SystmOne on 11<sup>th</sup> May and it is a huge process of transferring all the patient records over on to the new system. Patients will have to re-register on the new system to use online services. With patient consent the practice will have the facility to text message patients reminding them of their appointments.

Patient Council Meeting SystmOne – SL made the group aware that 0844 numbers used by some practices which result in high call rates for patients has nothing to do with SystmOne.

#### Group Business

Newsletter – JC has met with AL and has planned to do a quarterly Practice Newsletter. Patients can sign up on the Practice website to receive it by email although group members felt it was not being emailed out. AL will look into this problem. It is a useful means to advertise forthcoming events such as Saturday Flu Clinics. JC has contacted relevant Parish Council Clerks so it could be included on their relevant publications. This is an ongoing process and JC is still compiling local contacts.

Roles and Responsibilities – As previously mention RM has offered to be chair of the PPG.

There was discussion around a Practice Facebook Page but AL stated there would need to be an investment of time which the practice cannot afford at present. However there was discussion about the PPG having a Facebook page, particularly useful for the virtual PPG members. It was agreed a PPG member would need to volunteer to manage it.

AL reminded the group that the Practice is on Twitter.

### **Practice Update**

Branch Closures – AL confirmed a letter plus a question and answer sheet had been sent out to households in Marsden and Allington informing them of the proposed branch closures. The main reasons for this are:

- Long Bennington has full facilities for examination, blood tests, nurse appointments, chaperones and dispensary.
- The branch premises do not meet CQC standards especially around confidentiality.
- There is limited access to electronic patient records at the branch.
- The GP time spent in travelling and writing up the records once back at the Practice could be used to see more patients at Long Bennington.

There have been two meetings held with patients in Allington and at the last meeting over 100 people attended a meeting with Dr Watson present. Diane Hansen Head of Engagement and Inclusion SWCCG has also been involved in the consultation. The questions and answers from both meetings would be made available on the practice website and distributed to the relevant parish councils soon.

AH stated transport is the main concern particularly for the elderly patients. AL was asked how many appointments are offered in branch surgeries per week. AL said there are 3 per week at Marston and 12 at Allington but not all appointments are always booked. AL stated the Practice has to be fair to patients that live in other villages. MM shared a view from Allington that patients affected were under the impression they would automatically get a home visit if the branches were closed. SL stated there is GMC Guidance about when a home visit is appropriate based on clinical need such as when the patient is too ill to come to the Practice. Other conditions such as chest pain would be an emergency and require an ambulance. However being housebound or not having any transport is not a reason to not come to the surgery as these patients would attend their hospital appointments.

There was some discussion about community car schemes and good neighbour schemes to bring these patients to the Practice. However these cannot be guaranteed to make appointments in time and have to be booked in advance. Other suggestions were to block book some appointments on a Tuesday morning for certain Allington residents and ensure they could receive all services during that visit. MR felt this was still giving preferential service for some patients. It was noted patients gaining a lift to come to open surgery might have to arrive very early as the queue forms when the outside door opens at 8am. Anyone bringing them would have to wait or collect them later. AL said they do not want to encourage patients to arrive any earlier than they do already, particularly in bad or cold weather, and originally the surgeries started at 9am but have been brought forward to 8.30am because of patient need. RM reiterated that we are very fortunate to have an open surgery to see a GP on any week day.

In summary it was acknowledged the proposed closure of the branch surgeries was a difficult decision for the Practice who at all times wish to provide safe patient care. AL would note the issues and suggestions raised for further discussion with the Practice team.

Dispensary – AL informed the group there will be a new Dispensary Manager from mid April. One of the first tasks will be to look at the feasibility of medication delivery service as the current system is not appropriate and therefore can't continue. There is a need to look at a wider service to include more villages. MW asked about dossette boxes, a disposal plastic system for arranging weekly medicines. AL informed the group that it's a service currently available from some pharmacies and we would also like to offer this service at some point in the future, if possible.

### **New PPG Members and Virtual PPG**

AL said there are 3 new applicants requesting to be part of the PPG from Allington Gardens, Claypole and Dry Doddington. Also some PPG members are unable to attend the main face to face meetings. In order to get more patient feedback the Virtual PPG of other members could express their views by email. AL said it could also be used to discuss certain topics and obtain more ideas. There is a National PPG week 6-11 June and it would be a good opportunity for the group to do something in the practice. MR suggested the PPG could offer carers events to provide information to those caring for relatives. AL said that Healthwatch will also be visiting the Practice in June.

### **Any Other Business**

RM asked if there was any update about a proposed pharmacy application which was discussed at an earlier meeting. AL said not and didn't think it would be funded in this area. There was some discussion why the dispensary couldn't sell other products like a pharmacy but AL stated the Practice dispensary is not allowed to sell items.

### **Date of Next Meeting**

It was agreed to meet sooner than usual to consider the National PPG week and what the PPG could do.

Meeting on ~~Tuesday 3<sup>rd</sup> May 2016~~ at 6:30pm to 7:30pm.

Now Tuesday 17<sup>th</sup> May 2016 at 6:30pm.