

Long Bennington Medical Centre- Patient Participation Group (PPG)

Minutes of meeting held on Tuesday 7th June 2016 at 6.30pm

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

RM opened the meeting and AL introduced CB, CJ and TB as new members to the PPG.

Minutes of the Last Meeting

Minutes were approved by the group as an accurate record.

Matters Arising from Previous Minutes

Group Business

MW had offered to set up a PPG Facebook Page but since the last meeting AL had set one up for the Practice which was in a draft form. AL will discuss further with MW. Social media will take careful management, especially around patient confidentiality. AL stated a Practice Facebook Page requires an investment of time and the practice would prefer direct contact

from patients about any individual concerns rather than publicly on a Facebook page, mainly because of data protection.

Roles and Responsibilities - JD to be interim secretary.

Practice Update

Branch Closures

AL informed members an application to NHS England has been made to close the branch surgeries at Allington and Marston from 1st October 2016. This will be considered at their board meeting on 15th June. A CQC Inspector attended a branch surgery during the inspection and agreed that the venue was not suitable. RM asked if another practice could take on these surgeries but AL said they would need suitable premises in order to get a contract. CB was concerned about the impact upon some patients and AL explained Diane Hansen from South West Lincolnshire CCG (SWLCCG) was looking into this particularly around transport needs.

Dispensary

AL discussed the significant problems the dispensary team had been experiencing which had caused difficulties and delays in patients obtaining their medication. This was because the transfer to SystmOne hadn't gone as smoothly expected, the need to rescan stock through another software program, a high number of telephone requests as patients have to re-register to order online, and some staff shortages. AL has put out information via fliers and on the website to inform patients. The practice will also be employing locum dispensers to help with the temporary problem. MR reported the new online system is very good. AL would like to increase the number of patients that use the online service which previously had been 10-15%. MG queried how to register under 16 year olds for online services and text messaging. AL said it would have to be a parent who would register to order medication etc. but once a young person is 16 they can have their own login. AL discussed the photo identity requirement in registering online and it was to meet data protection procedures.

Nursing

AL stated two nurses remain on long term sick leave but the practice had employed two nurses on temporary contracts. She was pleased to confirm one of these nurses Beverley McCheyne has now started a substantive contract with the Practice.

CQC Inspection

Four CQC inspectors came on 24th May and spent the day at the Practice. Apart from reviewing Practice documents the CQC also look at patient feedback on NHS Choices, National GP Survey and the Friends and Family Test. The Practice had asked for a postponement due to the coincidental transfer to SystmOne but this had not been possible. AL is hoping to get a draft report in about 3 week's time and the final report will be published some time later. CB wanted to know what happens as a result of the inspection. AL discussed the grading system and if the practice achieved outstanding or good they hope they wouldn't need to be re-inspected for about 5 years, but if they get either 'requires improvement' or 'inadequate' they would be re-inspected in about 6 months time and have more scrutiny to ensure they meet the standards required.

Practice's 5 Year Plan

AL went through the plan with the group. Practical work is required to maintain infection control standards such as changing a couple of taps. There will be a review of nursing provision and to look at flu clinics to offer a wide range of appointments. The Practice is trying to recruit an apprentice to help with administration and in the dispensary. The use of text messaging to remind patients of appointments and informing them of missed appointments will be proactively encouraged. Teledermatology service will be commenced. Other software will be installed such as digital dictation to improve the turnaround of referral letters.

Two areas where the PPG might be able to help were: the setting up of a community garden tended by patients and MR wanted to know if they would use a plot on the current site but agreed it would be a therapeutic benefit to some patients. AH said his wife is a member of a gardening club. AL said they would need to check the lease agreement with the landlord first. The second area for the PPG is the setting up of walking groups. TB said she was training to be a trainer for a walking group. Further discussion was around patient self-service machines to allow patients to perform some tests which would upload on to their patient record.

Also in the plan is to look at the viability of prescription delivery service. AL said Billingborough have a service and locally some practices have fundraising to ensure it continues. The Practice has received feedback from Allington patients about a delivery service but the current delivery service to this village will cease from 1st October. MR asked about electronic prescribing (this system a patient doesn't have a paper prescription but the prescription is sent electronically to a designated pharmacy) but SL said the Practice would need separate software to do this. JD raised the issue of those patients who cannot have prescriptions dispensed by the practice would still not be able to use the practice dispensary if electronic prescribing was in place. It is planned to set up a pay by credit or debit card system for medication and services and the SWLCCG is implementing a new Wi-Fi service.

MR asked about the Practice area boundary as there will be a huge expansion of Fernwood with the building of many new homes. Some of this development may fall into the Practice area so the number of patients could rise. SL thought the area would need its own services such as a GP surgery. However it was noted that these new residents could register at Long Bennington and the Practice would look into this further.

SL said there is an issue with patients not getting choices of where they can be referred but they should do but there is a shortage of availability and there is a possibility of another hospital being built in the Sleaford Area at some point in the future.

Healthwatch Visit- AL said Healthwatch will be visiting on 17/6/16 and will have a stand in the waiting room to get opinions and feedback from patients.

Any Other Business -CB welcomed the use of technology but questioned if the older patients who might not be so up to date would miss out on information. SL thought a lot of patients do have computers. AL recapped about JC's work with the Parish Magazines and

ensuring they have Practice Newsletters to include on their websites, notice boards and magazines.

RM said he would attend the next South West Lincolnshire CCG Patient Council Meeting on 30th June and would feedback to the group at the next meeting.

Date of Next Meeting

Tuesday 16th August at 6.30pm.