



PATIENT PARTICIPATION GROUP

Meeting held at Long Bennington Medical Centre on Wednesday 19th April 2023

at 10:00 a.m.

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

1. Apologies for absence

BF, JB, SBR

2. Approval of minutes of previous meeting

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

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

4. Surgery Updates –

- CS gives SB and AT a copy of the Annual Declaration of Commitment to sign
- The group collectively agree on the vitality of dedication from group members.

Wellbeing walks –

- The previous wellbeing walk to Foston was a huge success with 24 walkers attending.
- IM has completed training to become a walk leader
- A new poster to advertise walks has been put on PPG notice board.
- CS to give Foston Neighbours a poster to help encourage more attendees.

Boundary Change –

- The new housing development near Fernwood will no longer fall into the surgery's catchment area.
- CS expresses her relief and explains to the group that the sudden influx of new patients would add a huge amount of pressure onto the staff at the surgery.



Whistlers Pharmacy update –

- CS explains that she has been in contact with the manager and Whistler's are able to do prescription drop off

N.A.P.P membership subscription confirmed –

- Membership has been confirmed
- MG queries whether group members will get a log in – CS explains that this is the intention once a generic email address has been created for the group.

Did Not Attend's –

- There has been a decrease in DNAs over the past month – the figure for March was 59.
- CS to investigate patients who repeatedly miss appointments to identify any possible cause for concern

Staff Update –

- An advertisement for an advanced nurse practitioner has been published
- Shirley will be leaving the practice after 26 years – CS will be taking on some of her roles and responsibilities.

Home visit update –

- NB is in the process of updating the timetable of local services.
- NB will be carrying out housebound covid vaccinations in the near future.

Foston neighbours update –

- ER explains that people have turned up to Foston Neighbours events who have not left the house in years
- They had 44 attendees for lunch
- Coffee morning was a huge success
- LS asks about signposting route for patients who may be of concern – CS explains that herself and LKS have been working on a signposting form

- LS queries what the procedure should be if an incident occurs outside of surgery opening hours – NB recommends contacting the Out of Hours social group.
- KB emphasises the fact that many people may feel trapped in their own home.
- The group are trying to recruit more volunteers to increase flexibility.
- ER explains that the Foston Neighbours group are not insured for care.
- Cars are insured for all group volunteers to help with transportation.
- ER to bring volunteer's DBS checks down to the surgery to be reviewed by CS.

Any other business –

- MG questions error codes for health kiosk.
- Sessions at the health kiosk have received positive feedback from patients.
- LS informs the group that it has worked well to tie health kiosk sessions in with the meetings.
- CS announces that the maintenance worker has begun working on the staff Wellbeing Area
- LS to contact gardening club leader in the hope to obtain plant pots etc to put in the Wellbeing Area.
- CS and LKS are keen to purchase the trees from the Woodland Trust.
- LS informs the group that an audiologist has given her information cards to be put in reception for patients to read.
- LS explains that multiple patients at the surgery have come to her with difficulties getting an appointment. She suggests that we should put something on the website to navigate patients through the procedure, in the hope to avoid uncertainties and avoid negative feedback being published on social media.
- CS explains that new patients are shared amongst the three Partners to avoid overwhelming one doctor with a huge quantity of new patients.
- AT queries if the surgery intends to recruit another doctor – CS says that we are.
- MG suggests that patients who do not follow us on Facebook may not see posts regarding the services offered by the practice – it may be beneficial to display posters in reception and advertise through other platforms.

Date and time of Next Meeting –

- 17th May at 10AM