



## **PATIENT PARTICIPATION GROUP**

Meeting held at Long Bennington Medical Centre on Wednesday 18<sup>th</sup> October 2023.  
at 10:00 a.m.

Attendees: JB, KB, MG, ER, LS, CS.

- 1. Apologies for absence**  
NB, SB, SBR, EH, AT.
- 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 –**

## **Carried over from last meeting.**

### **Newsletter**

- Consider when the next edition goes live to update the news section of the website and maybe a social media post to promote the newsletter.

### **Transport support**

- CS has not been able to find any more info on the ALBERT group mentioned in the last meeting.
- CALL CONNECT – Advertising in the local village magazines. Could we have Call Connect slide on patient info screen. CS to investigate.
- If patients needing Call Connect info – Could we create Accurx template. CS to investigate.
- Following the team meeting with the Personalised Care Lead, CS to chase GW for volunteering drivers' information.

### **Agenda:**

### **10<sup>th</sup> Wellbeing Walk Today**

- Planned Foston walk with a refreshment stop at the Village Hall.
- KB, CS agreed to keep next years walks 3<sup>rd</sup> Wednesday of the month.
- Walk Leaders still wanted. CS to promote on website, social media, Village newsletters, and posters to be distributed to Lincs Co-op, Village noticeboards.
- New walk leader training course date still to be confirmed.



## **Macmillan Event**

Successful event... Massive Thank you to everyone that supported our Macmillan Cake Sale. With everyone's kind donations and fabulous baking, we raised an incredible £247.00. This donation is enough to pay for a Macmillan nurse for a day, helping people living with cancer and their families receive essential medical, practical, and emotional support. Thank you to LS & HP for manning the event.

LS feedback – Patients who came to the event remarked they thought they had come to a Coffee morning; some were disappointed there was no hot drinks. Suggested that if we are supporting this event next year to possibly hire out the village hall and make a gathering of the event. It is difficult to do this within the waiting area due to space and patients waiting for appointments.

## **DNA's September**

- 106 DNAs in September
- CS spoke about the Accurx templates for self-booking links for patients being created. This giving patient more flexibility on appointments instead of just taking the 1<sup>st</sup> appointment that is offered to them then DNA 'appointment.
- JB queried if we categorise age groups of DNA's. CS to investigate.

## **Flu Stats**

- Thank you to JB, KB, AT for their time volunteering at the Flu Clinic Day.
- Total number of patients vaccinated on the day = 1621.
- This is 188 more patients vaccinated VS 2022.

## **Suggestion box in reception**

- Feedback form along with box now in the reception area.
- The idea behind this is to collect feedback from patients, the group will then look at the feedback and see if can make any changes / improvements for 2024.
- It has been requested from a member of dispensary if the PPG would be able to ADHOC collect prescriptions for patients post discharge from hospital for those patients who do not have the support of family or friends. Volunteers needed for this to be made possible.



## **Planning for 2024**

- Keep 3<sup>rd</sup> Wednesday of the month -meeting dates.

## **Home Visit Support Update**

- JB has visited two ladies.
- KB has not visited anyone in the last month.
- It was discussed about the fact that females see females and males see males – CS stated that she did not feel there was any set rules around this, it is purely down to patient preference.

## **The Corkhill Award**

- LS spoke to the group about the N.A.P.P membership we are part of, only 10% of practices are members.
- LS has submitted our application for the 2023 award.
- LS to follow up receipt of this by Friday 27<sup>th</sup> October.
- Winners will be announced in November 2023.

## **Foston Neighbours**

- Lunch and Breakfast clubs are still going well.
- The police attended one of their sessions to deliver a speech on Fraud. The group found this very useful, ER has given a supply of the leaflets to CS.

## **PPG Meet and Greet Mince Pie Gathering**

- As there is no PPG meeting in December CS has suggested the above. Date to be confirmed. MG, LS available to support.

## **Patient Access Live**

- Final preparations prior to the commence of live date 31<sup>st</sup> October 2023.



### **Any Other Business**

- We have received notification that SB is resigning from the PPG. CS will acknowledge this with her. The group spoke about promoting the vacancies to become a member. CS to promote on social media, our website, and the local newsletters.
- Thank you to anyone who donated any Bras for the women in 'The Gambia' they collected 10 bags. These were gratefully received.
- 2024 AGM – suggested date of 14.03.2024.
- Dementia Café funding has been approved – 1<sup>st</sup> pilot session will be on 13<sup>th</sup> November 2023 – The aim is then for the group to be on every 2<sup>nd</sup> Monday of the month. KB available to support this group when needed.

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

Next PPG meeting will be held on Wednesday 15<sup>th</sup> November 2023 at 10:00 am.