



PATIENT PARTICIPATION GROUP

Meeting held at Long Bennington Medical Centre on Wednesday 15th May 2024

at 10:00 a.m.

Attendees: KB, JE, PKB, CS, AT, SB.

- 1. Apologies for absence**
NB, LS, MG.
- 2. Approval of minutes of previous meeting for 17.04.2024**
Agreed as a true record.
- 3. Matters arising** – Team Values to be discussed at the next meeting.
- 4. Jackie Evans was welcomed to the Group**
- 5. Surgery Updates –**

16th Wellbeing walk today!

- Today's walk will be led by IM, PKB & JL.
- Walk Leaders meeting to discuss capacity and walk variations is planned for 28.06.2024.

Armed Forces:

- The Medical Centre has been accredited as a veteran friendly practice.
Possibility of PPG to assist veterans on 11 November.

Appointment Stats

- There were 89 DNA's for April up from 61. To put into context, this is 89 out of 4855 booked appointments (1.83%). Collectively there were 13,634 missed appointments for the whole of Lincolnshire in March.
- Booked F2F appointments for April totalled 3,115 (up 227 over March). YTD (30 April): 19,974 appointments.

Covid Vaccinations Appointments

- To date 845 eligible patients out of 1,136 have been invited to attend, with vaccination completion due by end of the first week in June against a NHS target of June end.

New Prescription Charges

- Charges are up £0.25 to £9.90.

Equipment Amnesty Update.

- Grantham Physio Dept will accept only NRS pieces of equipment between 9am – 3pm Monday to Friday.
- To ensure efficiency in repatriating used equipment to the health authority, consideration to be given to the design of a poster (placed on all media

platforms), encouraging patients to return items to Grantham hospital themselves. CS agreed to action.

Home Visit Support

- AT's visits still going well.
- PKB to undertake Safeguarding training so that she can provide support in her location. (Allington).

Dementia Group Support

- Group members engaged in a very lively afternoon of games that encouraged discussion, dexterity and much laughter.

Foston Neighbours (FN)

- 50 people joined last week's lunch with many attending from the Dementia group. KB, AT, PKB and possibly JE volunteered to assist the 14 June lunch (11.45-14.30), as cover for FN volunteer holidays.

Patient Focus Newsletter

- SB to complete in July with CS to provide background supportive information.

Any Other Business

- Appointments are currently limited on ACCUREX and pre-bookable up to 14 days in advance. From 20th May ACCUREX will be available 08.00-18.00 for triage only, limiting patient ability to prebook appointments.

PPG Awareness

- It is PPG awareness week 3-9 June. CS to submit a short paper to the Integrated Care Board about the work of our PPG.

Date and Time of Next Meeting

- Wednesday 19th June 2024 at 10.00.

Actions:

Team Values MG to investigate.

Walk Leader variations meeting: KB, CS, IM, PKB 28th June.

Veteran assistance 11th November CS to advise.

Used NHS equipment poster - CS

Safeguarding training - PKB

FN lunch – SB to confirm volunteer assistant requirements for KB, AT, PKB, JE.



Patient Focus Newsletter – SB

Integrated Care Board paper - CS