



PATIENT PARTICIPATION GROUP

Meeting held at Long Bennington Medical Centre on

Wednesday 16th July 2025 at 09:30am.

Attendees: AT (Chair), CS, MG, KB, NB,SB, NH, JL,

1. Apologies for absence: ER

2. Approval of minutes of previous meeting held 18/6/25 - agreed as a true record.

3. Matters arising:

4. Surgery Updates

- Wellbeing Walk – KB had a one-to-one walk with patient. NH interested in becoming a walk leader. CS to make contact with Lincs Co-op to enquire about training dates and locations. Away walk scheduled for Wed 20th August 2025.
- There were 57 DNAs for the month of June.
- After previous discussions regarding the PPG noticeboard, it was agreed that members will meet on Tues 19th Aug 2025 for the redesign of the PPG noticeboard. Members to confirm their availability with CS.
- Patient Focus 2025 edition topics spoke about and agreed. Content on subjects to be sent to CS for approval of publication.
- Flu Clinic date is provisionally planned for Sat 11th Oct 2025. AT, SB, NH, JL available to volunteer.
- Thanks to MG for sharing our social posts.
- Use of GP online services stats shared with members. LBMC has a higher percentage of patients that use online services vs the PCN's stats however a lower percentage of patients who book appointments online vs the PCN's percentage. CS asked members how we can encourage more patients to use online services.
- September meeting co-Chair – AT away. After further discussion on this it was identified that 3 members would be absent for the next planned PPG meeting. It was agreed that the date of the next PPG meeting was to be rescheduled to the 24th Sept 2025 at 09:30am. The walk will still go ahead as planned on the 17th Sept 2025.
- KB agreed to do the minutes for the meeting on the 24th Sept 2025. Minutes to be rotated between members that are able to do them until solution of permanent minute taker is found.

- AT, CS met separately to discuss PPG recruitment ideas. We are actively looking for PPG members from Claypole, Allington or Marston. CS to advertise in local newsletters. It was suggested we could approach local parish councils to see if there was any interest. It was agreed that AT, NH will attend the Claypole Community Cuppa on Monday 18th August 2025 at Claypole village hall to engage within the community and let all know about vacancies.
- AT advised that he had received some feedback from patients expressing concern of the Dispensary medication turnover time. Apology was given. CS advised that it was not always a time issue with us dispensing medication. There have been occasions when there have been supply issues from our suppliers. It was requested that a member of Dispensary joins the next PPG meeting. CS to arrange.
- **Home Visit Support:** NH potential additional visit. NB needs patient consent 1st, NB to then give update.
- **Dementia group:** The group regularly has 28/30 people attend each meeting. The local PCSO visited the last group – information was given to attendees on awareness of SCAMS. KB organized Oct group. There is a summer party – Seaside theme planned for the Aug date.
- **Foston Neighbours:** No updates given.

Any Other Business

CS advised that LBMC have introduced a Fair Usage Policy (this can be found on the website) this has been introduced due to a handful of patients contacting us repeatedly on the same day – one patient made contact 65 times within the past month alone and had 9 GP appointments in the same period.

How we plan to engage with patients in 2026 to go on next meeting's Agenda.

2026 date planning to go on next meeting's Agenda.

Date and Time of Next Meeting: Due to 3 members being unable to make the scheduled meeting on Wednesday 17th Sept 2025, it was agreed that the next meeting will be rearranged for Wednesday 24th Sept 2025 at 09:30am