



## **PATIENT PARTICIPATION GROUP**

Meeting held at Long Bennington Medical Centre on

Wednesday 15<sup>th</sup> October 2025

**Attendees:** AT (Chair), CS, JLe, MG, SB, NB, PW, JLa, KF, LKS

**1. Apologies for absence:** KB, NH, ER

**2. Approval of minutes of previous meeting held 24/9/25** - agreed as a true record.

**3. Matters arising:**

- Short walks will be starting in January in addition to the current walks.
- AT has completed bio and passed on to SB.
- VAS is still working on producing a flow chart to illustrate processes in dispensary
- Extra PPG meeting date has been set for 5<sup>th</sup> November.
- Home visit volunteers- KB will pick up the patient from LB and NH is visiting the patient in Allington
- KB has organised the October Dementia group.
- Equipment amnesty- see item on agenda
- Volume of patient appointment call- ongoing

**4. Surgery Updates**

- Welcome back to KF and JLa (new members)
- Wellbeing Walk is going ahead today and there is also an away walk to Grantham planned this month. Walk leaders have had a meeting to discuss adding in short walks too and these will start in January. A new walk leader is undertaking training today. Can the clinical team push the walks through social prescribing?
- There were 100 DNA's for the month of September. This is higher than previous numbers.
- Equipment Amnesty Collection Dates- we can trial this at Foston Lunches. Foston Neighbours will announce it at November and December lunches for the equipment to be collected at the January Lunch.
- PPG Noticeboard- MG has created posters for Noticeboards and CS will laminate values. MG and CS will liaise.
- Completed Member Bios- some are still outstanding and need completing.
- Patient Focus 2025 edition- all members contributions have been passed on to SB.
- Flu Clinic volunteers – SB and AT.

- Appointments- PW gave a very comprehensive talk about appointment processes and procedures historically, through COVID and up to present day. PPG members thought member it would be useful to produce a document or leaflet about this to distribute to patients.
- You and Your GP- CS has received a copy of Patient Charter which she will share with PPG members.
- Minutes November- AT knows a possible new member who is an excellent minute taker.
- Internal re-development- LKS shared with the group that LBMC plans for internal re-development have been approved. This will increase clinical capacity with a view to developing a new clinical room, a health kiosk and expanding the dispensary.
- **Home Visit Support:** see matters arising
- **Dementia group** we are looking for a band to play at the dementia group if any PPG members know of one.

#### **5. Foston Neighbours:**

#### **Any Other Business**

**Date and Time of Extra Meeting:** Wednesday 5th November starting at 11:30

**Date and Time of Next Meeting:** Wednesday 19<sup>th</sup> November 2025 starting at 9:30

#### **Actions:**

1. VAS to produce dispensary flow chart
2. Blood pressure clinic to be organised with PPG volunteers
3. Investigate increasing volume of patient appointment call button in waiting room
4. CS to add colour to posters and laminate values for PPG noticeboard then liaise with MG to update noticeboard
5. Member bio forms to be completed and returned to CS
6. LBMC to put together a fact sheet about appointments process to share with patients
7. CS to share patient charter with PPG members
8. A minute taker is needed for both of the November meetings