



Patient Participation Group

Meeting held at Long Bennington Medical Centre

Wednesday 19th November 2025 at 09:30am.

Attendees: AT (Chair), Jan, John, KB, PW, SB, NB, CS, KF, Jane E, MG

1. **Apologies for absence:** NB, ER
2. **Approval of minutes of previous meeting held 15th October 2025** – agreed as a true and accurate record.
3. **Matters arising:**
 - Welcome to Jane Evans – potential new member.
 - Blood pressure clinic on hold at present due to ongoing building work.
 - Increasing the volume to alert patients for their appointments is proving a problem as to increase the volume will also increase the radio volume, this is required to be kept at its present low level – ongoing.
 - PPG display board now has colour added to it, work in progress. Thank you to MG and CS.
 - 5 x PPG member bio forms outstanding.
 - Fact sheets detailing information to patients on the appointment process – carried forward
4. **Surgery updates:**

Report from CS

 - The well-being walk will go ahead today, mainly on hard ground due to the recent very wet weather.
An away walk went ahead from Grantham on 12th November.
One new walk leader is currently training.
Another walk leader is still awaiting training.
Short walks will start from January.
All local walks will be planned on the 3rd Wednesday of every month from January 2026.
 - There were 86 booked appointments that were not attended for flu clinic in October, 47 of these are registered as clinically at risk. There were a further 120 that did not attend for other appointments in October. This is higher than 2024.
 - Patient engagement session is booked for 16th December 2025. Sessions will be planned in the morning and afternoon. The floorplans for the changes to the surgery will be made available. Mince pies will be served.
Home visit support: several members of the group are visiting patients in the community.
 - **Dementia group:** Christmas party has been arranged.
5. **Foston Neighbours:**
 - Foston neighbours are offering LBMC £500 towards an initiative.
Conversation re: having a formal fundraising account. SB will investigate getting a licence from SKDC.



Any other business:

- CS shared a food bank poster. All items will be collected from LBMC on 11th December 2025 and taken to Grantham.
- AT presented CS with a leaving gift on behalf of the group and thanked her for the 3 years of work she had done. We all wish CS well for the future.

DONM: Wednesday 28th January 2026 @10am.

All meetings thereafter will take place on the 4th Wednesday of every month @10am with an available time slot of 2 hours if required.

Actions:

1. Volume to alert patients to appointments to be investigated further.
2. 5 x PPG members required to complete and return their outstanding bio forms.
3. Fact sheet to be created and shared with information on the appointments process.
LBMC
4. Patient engagement session, PPG rota to be sent to all members of the group.
5. To investigate getting a fund-raising licence from SKDC. SB
Explore community funding and lottery funding with LKS.
6. VAS to produce a flow chart to illustrate processes in dispensary.