



Patient Participation Group

Meeting held at Long Bennington Medical Centre

Wednesday 22nd July 2026 at 10.00am.

Attendees: Andy Taylor, Chair (AT), Jane Evans (JE), Nicola Bland (NB), John Leighton (JohnL), Jeanne Lambert (JanL), Simon Bray (SB), Keith Bowers (KB), Michelle Gilbert (MG), Lizzie Kay-Stott (LKS), Kate Fisher (KS), Eileen Ross (ER) and Dr Peter Watson (PW)

1. Apologies for absence:

- Natasha Haggerty (NH). Apologies accepted.

2. Approval of minutes of previous meeting held 27th May 2026 – agreed as a true and accurate record.

3. Matters arising

Consider the use of the video of the LB village hall opening is being investigated. SB agreed to edit and bring it to the next meeting. Action SB.

Rotary – it was confirmed a meeting has taken place but no commitment of help proposed. Following discussion with Foston Neighbours it was agreed to postpone further discussion for a few months. A financial contribution has, however, been offered to the PPG.

Well-being walks – to approach The Reindeer or The Royal Oak at the end of the summer to discuss availability of refreshments following the walks. This matter is still outstanding and remains an action point. JE/KB/JL

It was confirmed that an update regarding the well-being walks has been circulated to all members. Walks remain well attended with new walkers joining.

PPG Accounts audit – volunteer to be sought. ACTION JE

4. Surgery updates.

LKS thanked PPG members for support with the covid vaccinations, with 611 patients vaccinated on site and approx.100 at home. The PPG members agreed to support the winter vaccination programme.

DNA's have risen recently (121 in May), the reason is possibly as a result of a reduction in the numbers of text reminders sent to patients. This has not been a local decision. AT offered to raise this with County Councillor Ken Bamford in a planned meeting. Action AT

LKS shared results of the recently produced feedback of the General Practice Patient Survey with some excellent local results. LKS offered to share the information. Action LKS



It was confirmed a new system of booking appointments is being trialled for a month. This allows patients, via a link provided, to choose a preferred doctor, time and date of appointment offered.

Staffing. It was confirmed Margaret Sinclair has retired and Louise Ball has been appointed as a new HCA. Dr Phillips will be leaving in August and a new GP, Dr Emma Lethbridge will be joining in September (new hours increasing overall capacity).

5. Well-being walk update.

See matters arising

6. DNA's May and June

See Surgery Updates.

7. Home Visit support - NB

It was confirmed it has been very quiet. AT and KB agreed they both have capacity to provide additional support if required.

8. Dementia Group Support - NB

NB advised new people have joined the group and a party has been planned.

It was confirmed a couple of invoices require paying and it was agreed that, as the PPG Bank Account is not yet open, AT would forward these to the Parish Clerk for payment. Copies are to be sent to SB. Action AT.

SB confirmed that the new bank account should be open within the next couple of weeks.

9. Forward Planning -

LKS advised that she has signed up for the next Macmillan Coffee Morning. This is to take place on 26th September. PPG members agreed to help.

An equipment amnesty has been agreed - date to be confirmed. It was further agreed that it would include Long Bennington, Allington, Claypole and Foston, taking place on the same day.

10. Foston Neighbours.

Local support continues via the breakfast club and lunches. It was confirmed vulnerable residents were contacted recently regarding the extreme heat.



A monthly flyer is due to be circulated. SB and ER were thanked on behalf of the PPG for highlighting and communicating information regarding the recent issues with the dispensary.

11. PPG Bank Account - update on progress

See item 8 above

12. Meeting with Rotary re LB Lunches - feedback.

See matters arising

13. Dispensary Feedback

It was confirmed the recent delays experienced were as a result of a combination of national supply chain issues, delivery problems and local staffing issues.

Staffing is back to a full complement, including the training of two new apprentices.

As a result of extra hours worked and weekend working, the recent prescription waiting time of up to 10 days has now been reduced to a 3 day turnaround.

PW left the meeting.

14. DBS checks for PPG members - to discuss progress

ER, SB and AT agreed to discuss this again, with all members to be DBS checked. Ucheck costs etc. are to be established and the outcome/update on progress is to be brought to the next meeting. Action ER, SB and AT

15. Equipment Amnesty - to discuss.

See item 9.

Any other business:

AT referred to obtaining a pop-up banner and it was agreed to investigate costs and wording. Action AT and SB to take forward.

AT referred to the cancelled June meeting due to the extreme heat and asked members if an August meeting should now take place. It was agreed that an August meeting is now to go ahead on Wednesday 26th August.



It was highlighted that last minute communications could be more effective via WhatsApp and all members agreed to share mobile numbers for an up to date PPG group to be established.

Meeting closed 11.20am

DONM: Wednesday 26th August 2026 at 10.00am.

Actions:

1. Editing of the village hall opening to be edited to approx 1 minute, for use in the waiting area. Action SB
2. PPG Accounts audit – volunteer to be sought. ACTION JE
3. Well-being walks – to approach The Reindeer or The Royal Oak at the end of the summer to discuss availability of refreshments following the walks. JE/KB/JL
4. NB advised there are a couple of invoices require paying relating to the Dementia Group. It was agreed that, as the PPG Bank Account is not yet open, AT would forward these to the Parish Clerk for payment. Copies are to be sent to SB. Action AT
5. ER, SB and AT agreed to discuss this again, with all members to be DBS checked. Ucheck costs etc. are to be established and the outcome/update on progress is to be brought to the next meeting. Action ER, SB and AT.
6. AT referred to obtaining a pop-up banner and it was agreed to investigate costs and wording. Action AT and SB to take forward.
7. DNA's have risen recently (121 in May), the reason possibly as a result of a reduction in the number of text reminders sent to patients. AT offered to raise this with County Councillor Ken Bamford in a planned meeting. Action AT
8. Feedback of the General Practice Patient Survey. LKS offered to share the information. Action LKS