

PATIENT PARTICIPATION GROUP

MEETING HELD AT LONG BENNINGTON MEDICAL CENTRE ON

19th OCTOBER 2022 AT 10:00 a.m.

Attendees: Lisa Smith (Chair), Chantelle Sleight, Esme Herring, Keith Bowers, Norman Bertram, Brian Fisher

1. **Apologies for absence**

Michelle Gilbert, Anthea Nicoll, Lizzie Kay-Stott, Nicola Bland

1. **Approval of minutes of previous meeting**

Agreed as a true record.

1. **Matters arising – all items discussed as part of this meeting agenda**
2. **Surgery Updates – CS**

* Commemorative Tree planting to be postponed until the spring, due to Winter weather conditions.
* Chantelle has found a plaque in memory of Queen Elizabeth. It was suggested that we maybe look into having something similar in memory of Beverley.
* Schools are being asked to donate towards crocus planting, which is symbolic of vaccine. NB to confirm if there will be any bulbs available for the surgery
* Working on the new practice website, meaning only urgent messages are to go on the old one.
* Brian has donated an umbrella for the wellbeing area, there are no further updates on the completion of this area as yet. Struggling to find someone to do the fence, Keith suggested that he may be able to help the maintenance worker.

**Wellbeing walks – training update and information regarding future plans**

There is a new café in the business park in the village, this could be a suggestion of location for refreshments after the wellbeing walks.

Chantelle, Esmé, Connor and Keith have attended the training course to be a walk leader. Keith felt it would be ideal if one of the leaders could get first aid training. CS to ask if this is something the Co-op can support with.

Wellbeing walks will initially start up on a monthly basis. Walks are likely to start after the new year when leaders are signed off. They are to be advertised on the website, as well as on notice boards in reception

**Patient Access information**

Every patient over the age of 16 is able to gain access to their medical records from 1st November 2022, letters have been written to 15-year-olds in preparation for their 16th birthday. There may be some restrictions for certain patients for safeguarding reasons.

**Housing development, rear of surgery update**

Building of 43 new, affordable houses at the back of the surgery has begun. This may lead to a large influx of new patients, perhaps adding additional pressure onto the surgery. CS shared the plans with the group.

**Phone line fault issues**

No further complaints have been received since the initial issue and phone lines have been tested and found to be working correctly.

**Flu clinic 2022 update**

The clinic was a great success and there was positive feedback received from patients. The drive through clinic was also a success, and communication from the surgery was good. In future, perhaps it would be beneficial if people with significant mobility issues could use the drive through service. The surgery thanked all PPG volunteers for their help. The group discussed the possibility of purchasing a gazebo for future testing to protect staff against the weather. **CS to investigate.**

**Care Coordinator update**

No further updates.

**Update on internal and external notice boards – EH**

PPG notice board to be more eye-catching and moved to a more visible position. We discussed using a graphic designer to help. The outside board should include an introduction to the PPG for patients who may be queuing to collect prescriptions. It should also include plans for the wellbeing walk. Lisa has said that she had already sent an introduction of the PPG to LKS. **CS to liaise with LKS**. **EH to let LS know when the items for the notice board are ready.**

**Rescue therapy dog visit update - KB**

Bolly, the Therapy dog has been to visit a few housebound patients who were contacted through Nicola. Patients were very appreciative to have company, and it was rewarding to be able to help them. However, queries were raised regarding DBS checks. CS to investigate how this should proceed with obtaining DBS status.

**Requests**

It was requested that a date is to be confirmed when we plan to launch the new website. CS to provide the PPG with an update and date for the website to be completed by at the next meeting.

Can the video of the Health Kiosk be uploaded to the website for patients to see how to use? **CS to investigate**

**Date and time of Next Meeting 30/11 at 10.00 AM**