LONG BENNINGTON MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

MEETING HELD AT LONG BENNINGTON MEDICAL CENTRE ON 27th July at 10:00 a.m.

**Attendees.**  Lisa Smith (Chair), Keith Bowers, Michelle Gilbert, Brian Fisher, Norman Bertram, Lizzie Kay-Stott (Deputy Practice Manager), Nicola Bland (Practice Care Co-ordinator), Mary Leggett (Co-op Community Co-ordinator)

**1.Apologies for absence (not received)** Paddy Furey, Martin Round,

Action: LS to contact PF and MR to establish their intent on the continuation with the PPG

**3. Approval of minutes from 15th June 2022 meeting.** These were approved.

Action: LKS to carry forward the action regarding the queue at the dispensary collection point.

**3. Matters Arising.**

**a) Commemorative Tree Planting**

Action: BF will make contact with gardener to establish the cost, supply and time of year to best plant the memorial cherry trees and bring to the next meeting.

**b) Crocus Bulb Planting**

Action: NBe to ask if Long Bennington Medical Centre can be included in a venue for the village crocus bulb planting.

**4. Surgery Updates**

**a) Health Kiosk Overview**

Victoria gave the PPG an overview of the Health Kiosk in the reception area and how we would like to use this as a pre-appointment system to free up valuable face to face clinical times.

LKS will share with the PPG some familiarisation sessions that we would like to establish for the PPG to host drop-in session for our patients.

**b) New Practice Website**

LKS is currently working on developing a new website for LBMC. The Partners have approved the website and we are in the final stages of link/form testing.

**c) Structure Changes**

KT has resigned from the role of Practice Manager and will leave on the 12th August. LKS will succeed KT in the role of Practice Manager on the 15th August.

General Practice has been through a huge amount of change in the last 2 years, and as a result, LKS is introducing a new leadership structure to support this. To include: Finance/Business Manager, HR & Training Officer, Operations Officer and Compliance & Contracts Officer.

**d) Flu Clinic Campaign 2022**

The 64+ and clinically vulnerable flu clinic will be held at LBMC and the village hall on the 8th October from 8am until 1pm.

LS. NBe. MG. KB (maybe ML if available) have volunteered to help on the day of the flu clinic with patient navigation.

The 50-64 age category vaccinations will be available from the 22nd October and additional early morning clinics will be hosted at LBMC to vaccinate this cohort of patients.

**e) Team Wellbeing Area**

LKS is developing a team wellbeing area in the garden of LBMC.

Action: LKS to reach out to local companies to see if we can get some planting, screening, painting donated to make the area a nice place for the team to take breaks in. LS has offered to speak to Pete Baker Fencing about this.

**f) Care Co-ordinator**

NBl the Practice Care Co-ordinator is confirmed as a permanent member of the PPG. NBI has expressed an interest in the dementia walks and would be happy to support this.

The local pro-active group is in progress with 2 sign ups. NBl will update at the next meeting.

**5. Co-op**

**a) Wellbeing Walks**

ML introduced the PPG to the role of the community co-ordinator, how they are able to support us and the funding opportunities available. LKS agreed that the GPs would be happy to promote the idea of the wellbeing walks as they could see the potential benefit to patients.

The PPG agreed we would like to propose the establishment of wellbeing walks and explained that we would need 3 ‘walk leaders’ to take responsibility for the walks. The Co-op will arrange for training, promotional material and take care of arranging hi vis clothing and risk assessments. ML took a photo of the group and will post this on the Co-op social media channels with LS’s details to get some traction.

Action: If anyone would like to volunteer to be a walk leader, please email ML

**6. New PPG Members**

LS has contacted 3 newly registered patients who have expressed an interest in joining the group. One patient is unwell at the moment but would like to join in the future, one was unavailable this week but would also like to join future meetings. LS has left a voicemail on another patients phone (AN) but has not had a reply. LKS explained that the new system of asking for any interest in the PPG on the new patients application form is working well and accounted for the recent increased interest from patients.

It was agreed some additional members would help with volunteering for events and to allow the appointment of a new secretary

**7. Any Other Business**

LS explained earlier that there was some issues with queuing for prescription collection following the times that the surgery closed for their staff meetings. LS asked if a member of the reception team could pop out and speak to the patients who were experiencing long delays in queuing and reassure them. LKS said this is has been a historical problem on meeting days and that in future these times should potentially be avoided. LS suggested that this could be highlighted on the practice website or on the social media pages.

**9. Date of Next Meeting** Wednesday 7th September 2022 at 10am.