**PATIENT PARTICIPATION GROUP**

Meeting held at Long Bennington Medical Centre

30th November 2022 at 10:00 a.m.

Attendees: Nicola Bland, Keith Bowers, Brian Fisher, Michelle Gilbert, Esme Herring, Chantelle Sleight, Lisa Smith (Chair).

1. **Apologies for absence**

Norman Bertram, Lizzie Kay-Stott, Anthea Nicoll.

Craig Hines potential new member no show.

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**

* As discussed in the previous meeting the commemorative tree planting to be postponed until the spring, due to Winter weather conditions.
* CS has found a plaque in memory of Queen Elizabeth. It was suggested that we maybe look into having something similar in memory of Beverley. On hold until the tree planting takes place.
* Schools are being asked to donate towards crocus planting, which is symbolic of vaccine. Norman has confirmed the school does not have any surplus for the surgery.
* Flood, Power cut and Phone line issues have now been resolved at the surgery. Huge thank you to the community and patients for their help on the flood day.
* Positive feedback from Patients about the Flu Clinic.

Patients eligible all cohorts = 4838, All given this season (here and elsewhere) = 3123 64.6% All given this season here = 1951 40.3%.

* Extended opening hours the surgery is now available on Tuesdays, Wednesdays, and Thursdays 0730am-0800am for telephone appointments as well as having 4 women’s clinics on Saturday mornings.

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

Training has now been signed off. CS to send KBs card off.

KB, EH, Connor, CS attended a meeting with Lincolnshire Co-op Community Co-ordinator Mary Leggett who has agreed to attend the 1st two walks.

Mary has committed to help advertise the walks via posters, social media, in store radio, and word of mouth.

CS shows the group a map of the village that helped them to plan the walks. Connor, EH, CS all have reccy’d walks and risk assessments have been completed. A Walk route will be demonstrated and shown to all after today’s meeting.

Walk dates planned for the same day as PPG meetings. 1115am start.

**New Website Launched**

EH presented to all. Notes on queries taken by CS and will follow these up in a future meeting.

**Patient Access Information**

Due to launch 30th November 2022 – CS advised came into work today to hear this has been delayed again. Every patient over the age of 16 is able to gain access to their medical records. 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.

**Did Not Attend’s**

Stats shared for the last 4 weeks appointments the surgery has had 115 DNAS, this is equivalent to 19 hours and 10 minutes of Doctors, Nurses or Healthcare advisor’s time.

**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.

**Care Coordinator update**

25 Patients attended the drive through flu clinic.

It has been suggested the drive through clinic is offered at booking stage to those who are less mobile for next year’s clinic.

NB asked if anyone knows of any volunteering groups that can support patients get to appointments at the surgery or if any members can help.

NB informs everyone of new team member Ildiko and her role as Neighbourhood Team Co-ordinator. She has great links with social care.

NB thanked KB for the visits made to two of her patients with his therapy dog.

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

CS created poster promoting Wellbeing walks to come.

CS created Speech Bubble style poster for board instead of Newsletter.

Maintenance still to put up the board.

**2023 PPG Dates**

* **18th Jan, 15th Feb, 15th Mar, 19th Apr, 17th May, 21st Jun, 19th Jul, 20th Sept, 18th Oct, 22nd Nov. – Members taken note of and happy to go ahead with these.**

**Any other business**

* **KB –** Would like non staff members to commit to visiting 3 housebound patients each before the end of March 2023. NB to link PPG member to patients. CS to investigate DBS need.
* **KB –** Met someone who may be valuable to PPG group. Lisa to make contact.
* **CS –** Reverse Advert Calendar poster shared with the group – any donations welcome to be added to our collection which will be taken over to Grantham in the next couple of weeks. This has been shared on social media too.
* **LS -** Group discussed Chatty Café scheme, loneliness table once a week in Marston.
* Walk routes to be considered near to Café for potential drinks after the wellbeing walks.

**Previous requests**

Can the video of the Health Kiosk be uploaded to the website for patients to see how to use? **CS has investigated, video is currently too big to go on website.**

**Date and time of Next Meeting 18th January 2023 at 10.00 AM.**

 

