**PATIENT PARTICIPATION GROUP**

Meeting held at Long Bennington Medical Centre

18th January 2023 at 10:00 a.m.

Attendees: NB, KB, SB, BF, MG, EH, CS, LS, AT

1. **Apologies for absence – NB, AN, JB**
2. **Approval of minutes of previous meeting - LS**

Agreed as a true record.

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

* The New group members have signed a third-party confidentiality agreement.
* New members introduce themselves to the group and existing members do the same.
* Three additional members are interested in joining the group - SM, OH and ER. SM helped the surgery out in lockdown by delivering prescriptions to patients.
* The group has reached full capacity, however LS asked if it can be extended. It is agreed amongst the group that 15 members is reasonable. The terms of reference and constitution will need to be reviewed to reflect any changes made.
* CS opened a discussion about whether some people could join remotely. The group agreed this is a good idea.

**Website Feedback –**

* In the previous meeting, MG raised that the NHS app doesn’t state whether it is a face-to-face appointment or a telephone call. CS has now investigated and bought a printout of the app to the meeting to show the group
* CS has altered the website so there is now only one option to update details, following discussions from the previous meeting.
* LS queries about booking face to face appointments as she says that online they are all telephone calls.
* Michelle informs CS she had a problem with Accurx as it was asking to update to ‘Airmid’ to order prescriptions. CS to look into this.

**Wellbeing Walks –**

* The first walk will take place today and the next one will be on the 15th February.
* It has been advertised through the Newark Advertiser and by the Lincs Co-op community coordinator, as well as by the care co-ordinator.
* KB gives a brief overview of Wellbeing Walks to the new group members.
* The walks could help with mental health as well as creating a sense of community and social prescribing. LS raises that the plan was to end the walks at a café.

**Patient Access Information –** No further updates - still on hold.

**Staff Update –**

* CS informs the group that the surgery currently has 6 GPs, 2 nurses, 2 HCA and 4 receptionists.
* An advertisement for a receptionist (30 hours) has been put on indeed and is open until the 31st January 2023. There have been applicants.

**Paramedic Appointments –**

* NB explains that the surgery can book in with paramedics each day.
* Paramedics can visit housebound patients or patients with acute issues who are unable to make it to the surgery, in the hope to reduce pressure on hospitals.
* LS asks how patients make an appointment; NB says it must be done through the surgery.

**Did Not Attend’s –**

* The DNA process is being reviewed.
* In total, there were 91 DNAs in December
* The policy is being revisited, reviewing letters to patients.
* SC asks about the process, CS explains that the surgery tries to contact patients by telephone, however after a few DNAs they will receive a letter and eventually a notice.
* LS asks if it can be put on the website that appointments need to be cancelled within 48 hours or it’ll go down as a DNA.

**Private Fees**

* The fees have been reviewed for 2023 and have now been uploaded to the website.

**Care Coordinator Update –**

* NB explains that there is a group in the village who offer support for residents in need, as money was left to the village as a legacy.
* They bought vouchers for ear syringing and also offer gardening support. It is suggested that perhaps this could be a source of funding for DBS checks (see previous requests) for the group.
* NB to find out more information about the group

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

* Posters have been put on both internal and external notice boards to advertise Wellbeing walks.
* EH and CS to alter the lettering for the title of the PPG board.

**Any other business –**

* CS advises everyone on the ‘Foston Neighbours’ group – the group who are willing to donate 6 ‘warm boxes’ (including items such as torches and blankets) for patients who may need them. CS to find out if there is any criteria that patients need to meet in order to be given one of the boxes. CS to find a way of overcoming patient confidentiality relating to warm boxes.
* Foston Group are holding their AGM meeting on the 28th January which KB has agreed to attend.
* KB reraised if non staff group members can commit to visiting 3 housebound patients.LS asked if surgery would pay for DBS checks. Also see previous request. MG suggests fundraising if medical centre is unable to fund it. LS queries whether Lincs Co-op community champions could help to raise money, CS says that you have to be voted into it.
* BF asks about tree planting, CS advises this will take place in the spring, as previously discussed. It is agreed that there will be further discussion on this in the next meeting.
* CS and LS to work towards reviewing terms of reference with the group and send it to members by email.
* LS says that patient contacted her regarding hearing aid batteries. Elderly patients who are unable to drive may struggle to get into Grantham or Newark to collect them. Asking if it would be possible for the surgery to supply them.
* LS suggests that a date in March might be appropriate for AGM meeting in the evening, preferably a Thursday evening.
* EH to update the list of contact details for the group.
* LS asks if badges for new group members can be ordered.

**Previous Requests**

* KB asked if non-staff group members could make 3 visits to housebound patients by the end of March. To make this possible, KB requested that we look into DBS checks for group members.
* BF was enthusiastic about getting trees planted outside of the surgery for the wellbeing area.
* CS explains that staff photos will not be put on the website due to GDPR.

**Date and time of Next Meeting**

* 15th February at 10am.