



PATIENT PARTICIPATION GROUP

Meeting held at Long Bennington Medical Centre on

Wednesday 16th October 2024 at 10.00AM

Attendees.

KB, SB, JE, MG, ER, CS, LS, AT.

1. Apologies for absence

NB.

2. Approval of minutes from previous meeting agreed as a true record.

3. Matters Arising.

Discussed as part of today's agenda.

4. Surgery Updates

- 21st Wellbeing walk to be led by KB. Two people (one person is the new Neighbourhood Care Coordinator and will work alongside Nicola) have attended walk leader training on the 14.10.2024. Cards now need to be completed before they can lead walks. The 2025 poster draft has been created, CS & KB arranging approval with Lincs Co-op. KB highlighted that we can put a paw print on the poster to indicate that our walks are dog friendly. Walks will also depart 30 minutes before this year's times as it has been agreed that the PPG meetings will start at 09:30am every 3rd Wednesday next year.
- DNA's September 63. This is an improvement on previous months.
- KB has agreed to take minutes for the November meeting.
- Medical equipment. CS has confirmed that we did not include information in the Patient Focus regarding the return of unused NRS medical equipment to Grantham Physio department due to limited space in the newsletter. CS has a poster that she has previously created, the group discussed that we could display this on the PPG noticeboard.
- Long Bennington Medical Centre had the annual Flu / Covid clinic on 5th October 2024. CS thanked KB, SB, JE, & AT for their help and support on the day. The Medical Centre is yet to collate the final amount of people vaccinated for Flu; this information will be ready so and will be discussed at the November meeting.

440 people were vaccinated for Covid on the 05.10.2024. This is vs 638 people (590 here and 48 NB) over 27 sessions that we had in May & June 2024. Back then our biggest session we vaccinated 56 people. The uptake for the Covid vaccination was

greater than we anticipated and to be able to deliver 440 vaccines with 3 vaccinators was a tremendous amount.

Concerns were raised about the number of patients waiting outside for their Covid Vaccine as well as the number of vehicles in and around the Medical Centre. CS confirmed to the group that due to not having a full 100% confirmation of the vaccine we were unable to make pre bookable appointments and vs the stats we had for the people who were vaccinated in the Summer we did not expect the volume of patients that we had on the day. Logistically we were not able to accommodate anywhere else for the patients to wait for their vaccine due to the number of patients we also had in on the day for the Flu vaccine. Suggestions were made regarding putting barriers / tape up along the pathway leading to the Medical Centre. This is to ensure that walkers use the path and not the driveway to walk on as they were doing. A suggestion was made about just allowing blue badge holders into the car park on Flu Clinic Day. CS confirmed that this would more than likely cause more distress to patients and there would be times when the car park would have space and we can't advise that they can't park in the car park.

Another suggestion was could we maybe contact the Police in advance to ask if they are able to support the volume of vehicles in and around the village.

- Home visits - AT is continuing to support a patient with visits, he has established that the patient may be able to claim pension credit and is collecting documentation to support the patient making a claim. Simon has agreed to send some contact information that may help.
- Tea N Chat – It has been brought to Nicolas's attention that the Tea N Chat group is considering ceasing due to limited volunteers. LBMC PPG has previously spoken about the need of a group similar to what Foston Neighbours operate so therefore can we help? SB has agreed to go to the session on Friday 25th October 2024 to see if we can help to maintain this group. ER has also agreed to reach out the WI to see if they are willing to collaborate with us.
- The Dementia group held a session on the 14th October 2024. They had planned to have a chair-based exercise class however the person was unwell so this will be rearranged. Nicola quickly put together a quiz for the Dementia patients and the Carers were put in a group with her discussing other matters, feedback was that all enjoyed this activity. MG asked if Nicola had received the card making items that she dropped off during Flu clinic day – Nicola to pick up with Michelle on this as she has some more items to gift if they are wanted.
- Foston Neighbours. Continue to support residents by providing lunches and coffee mornings attended by residents. They will be having a memorial evening that all are invited to attend for Armistice Day.

- Patient Focus Newsletter. The 2nd edition of the patient focus newsletter is now live, this has been published on our website and there are some copies of this pinned to the PPG noticeboard. Thanks to SB for his time and effort in putting this all together.
- CS reminded the group that Poppy donations need to be in by Friday 25th October 2024. The display wall will then be created the following week, poppies can then be purchased up until Monday 11th November 2024.
- Industrial action – Further to the previous message that was delivered by CS to the group on collective action CS asked the group if anyone is willing to write to the local MP. SB & JE confirmed that they would be willing to support with this. CS to distribute the template letter to both.
- Treatment room – CS advised as you are aware the Treatment room service has been incredibly underfunded for many years. K2 PCN have been in recent discussions with the Integrated Care Board (ICB) regarding this and the ICB have agreed to implement a specialist service at Grantham Health Clinic, St Catherine's Road, Grantham, NG31 6TT from the 2nd October 2024. The Integrated Care Board (ICB) have now commissioned this service centrally for: stitch or clip removal, wound dressings, and re-dressings. A patient who develops a wound, has a complex wound, including a cavity wound after surgery or an infected wound. This also includes patients who have been seen privately or who have had cosmetic surgery. There is a LCHS Ops centre number which is 0300 123 4868 for the patient to arrange their own appointment. Any wound that is from a minor injury that occurred in the last 48 hours should be treated at a Minor injury service/Urgent Treatment Centre or Accident and Emergency.
- Mince Pie gathering – CS asked the group if they would like to have a meet n greet session to include mince pies as they had this last year. A date of Wednesday 11th December 2024 was confirmed. All to confirm their attendance with CS. CS to look at times as to what best suits with the number of patients we have in. CS agreed to the PPG members advertising this event on the local Facebook Long Bennington page.

AOB

- Scams – CS confirmed that we have had reports of some fraudulent activity taking place in our area and felt that it was only right that the PPG were informed. Scammers are using the covid vaccination programme as a way to extort personal information. Please be aware of this should anyone be patient concerned.
LIKE OTHER SCAMS,
THE SAME ADVICE APPLIES:
1
Challenge - Could it be fake? It's ok
to reject, refuse or ignore any
requests that don't feel right. Check

GOV.UK to ensure it's genuine.

2

Do not respond to text messages that try to get you to send money, or important personal information such as bank details or passwords.

3

Use official government websites and refer to 'Contact Us' sections of websites to access information and service.

4

Challenge unannounced callers to your home, NHS visits if necessary will be agreed with you directly or via carers, they will never turn up unannounced.

- Nicola had asked for the local groups leaflet to be handed to the group. CS distributed. MG highlighted that the contact named for the chair-based exercise is no longer and to inform Nicola of this. CS will pass this information on.
- CS advised the group that the PPG noticeboards needs a revamp for next year. This will be followed up for further action at the next meeting.

The meeting concluded just after 11.00AM.

Date and time of next meeting – Wednesday 20th November 2024 at 10.00AM