



PATIENT PARTICIPATION GROUP

Meeting held at Long Bennington Medical Centre on

Wednesday 19th February 2025 at 09:30am.

Attendees: CS (Chair), JE, MG, KB, AT, NB, ER

1. Apologies for absence: SB

2. Approval of minutes of previous meeting held 15/1/25 - agreed as a true record.

3. Matters arising:

- LS has resigned from the PPG. We would like to formally thank her for contribution over the last three years. CS will chair the meeting today. AT will become chair from next month, the group formally welcomes him and wishes him well with this position. AT will chair meetings from March onwards.

4. Surgery Updates

- New PPG member- there are two new potential PPG members. CS has met with one patient who is newly registered at the Medical Centre and hopes to join us at the next meeting.
- Wellbeing Walk today - There will be a separate Walk Leaders meeting.
- There were 92 DNA's for the month of January. This is similar to previous numbers.
- Minute Taker March- JE has agreed to take minutes in the March meeting but would like some support. CS to share template and offer support as required.
- PPG AGM Preparation- this will take place on 6th March at 17:00pm via Teams. There are posters around the Medical Centre and on the website inviting staff and patients. CS will arrange to promote on social media. ER requested posters for Foston VH.
- PPG Questionnaire- there have been some niggles raised Via the Friends and Family feedback survey mainly regarding access to appointments. It was suggested by several members that the inability to pre-book any appointments even for blood tests can be frustrating for patients. CS is looking into the ability to send a link to patients so they can pre-book some blood test appointments. CS has also devised a questionnaire to try to get some more focused feedback from patients. Suggestions from PPG members included having these in reception, meet and greets, circulating among friends / neighbours and social groups. KB suggested having an even number of choices (e.g.1-6 rather than 1-5) as people tend to just choose the neutral response. MG suggested targeting different groups, eg those who have had face-to-face appointments, those who have had telephone appointments and those who have had no appointment but a text or email response only. CS will reflect on the suggestions and responses and try to incorporate some of these ideas into the questionnaire. Questionnaires are to be handed to members that wish to distribute and confirmation

of availability from PPG members needed for when can complete questionnaires via meet and greet.

- PPG Mission and Team Values- LBMC have new posters with their Mission and Values Statement on. Team Values are proudly displayed on mouse mats. CS has revisited the PPG Mission, Values and Team Values that was drafted in June 2024, the document was shared with the group – CS to follow up in email to all. If group members agree then these will be integrated/aligned with Terms of Reference when we review it next month. It is the time of year that we will need make a declaration of commitment to the PPG for the coming year.
 - New Look Website- this is to conform with NHS requirements for uniformity across the NHS.
 - Carers Statistics- Carers information following a recent audit... Before all the questionnaires were sent LBMC had 197 informal carers. A week after all invites had been sent LBMC had 532 informal carers, 7.6% of our patient population, of which 202 had a carer contingency plan, 2.9% of our population. The questionnaire identified 334 patients with no emergency plan, 4.8% of our population. The questionnaire sent identified another 335 informal carers. Questionnaire was sent to 5543 patients with 1803 patients responding. LBMC received 33% response rate, the average batch questionnaire response rate is 18% proving that the questionnaire was successful. CS has had confirmation from the Operations Officer that there will be a link sent to all the responding patients that have confirmed they are a carer with no contingency plan.
 - Patient Statistics- New patient registrations... There were 81 patient registrations last month, 76 registered online, 5 submitted paper registrations.
 - PPG Plans for 2025- several suggestions were made so it was agreed that we will dedicate half of a meeting for this subject at the March meeting. Ideas included walking aids return, carers pack formation, interaction with patients, services provided by LBMC and specialists within members.
 - Mapping Doctors Meeting has been changed to 7th March 2025- ER will attend. Open for other group members to join also should they wish.
 - Digital Co-Production Meeting- SB attended and will deliver further feedback at next PPG meeting.
 - **Home Visit Support:** NB has indicated that this is going well but that we need to try and find more volunteers in different villages.
 - **Dementia group** is going really well and is taking place at Foston again now. NB suggested that the Methodist Chapel maybe better to use in the Winter and Foston Village Hall in Summer.
5. **Foston Neighbours:** ER reported that the lunch club started back last week with a Valentines theme and 47 attending and 9 volunteers. There were 32 at the coffee morning. They also do two regular visits and get two or three calls per week for lifts or other help. The Fire Service will be giving a talk next month and will offer home assessments and help with evacuation plans.

Any Other Business

- AT reported that St James' Hall do have some kitchen facilities
- KB has attended a walk meeting with Co-Op- there will be some changes with risk assessments. These changes will be discussed in the next walk leader meeting.
- NB distributed Newton Pharmacy services leaflet- some discussion of pros and cons
- CS reported that the dispensary has a member of staff starting maternity leave in April but have recruited a new member of staff who has already started.

Date and Time of Next Meeting: Wednesday 19th March 2025 starting at 9:30am.