



## **PATIENT PARTICIPATION GROUP**

Meeting held at Long Bennington Medical Centre on 16<sup>th</sup> April 2025 at 09:30am.

Attendees: KB, SB, JE, MG, NH, CS, AT, PW.

**1. Apologies for absence ER, NB.**

**2. Approval of minutes of previous meeting**

Agreed as a true record.

**3. Matters arising –**

AT – Informed the group that SH has advised that she can no longer commit her time to the PPG and become a member of the group due to personal circumstances. The Group is still looking to recruit additional members.

NH- Awaiting DBS approval before she can be signposted to patients needing house visits.

**4. Surgery Updates –**

- Wellbeing walk leader meeting held on the 19<sup>th</sup> March 2025, leaders have agreed to some away walks. The next away walk will be held on Wednesday 14<sup>th</sup> May 2025. CS has published posters; these will then be displayed in public places as well as in the Medical Centre. Wellbeing walk leaving LBMC today (16<sup>th</sup> Apr) KB has organised that walkers can have a refreshment stop after the walk at a local pub for £3pp for coffee/tea for up to 1hr. NH keen to include Ayrshire house in walks.
- There were 77 DNAs in March, slightly up from February but this is still about average.
- Minutes for April. Trialling recording for this meeting, KB had phone for recording this then will be compared to the APP that was used in the last meeting. There was some group discussion re if the APP used again, we should trial to state who is talking prior to talking so that the minutes are more accurate. MG happy to trial the APP again in May meeting.
- WhatsApp group for members approval from all members. CS to set the group up with AT & CS being Admin for the group.
- PPG Questionnaires, 81 completed questionnaires. CS has transferred the results from the questionnaires into a spreadsheet and presented the results to the group. Overall feedback from patients was that the service received from the Medical Centre was brilliant. Following feedback from these questionnaires the Medical Centre have introduced pre bookable GP appointments.
- PPG Mission Value statement. CS presented the amended statement to the group. It was suggested that some wording should be larger than it is, KB will have a go at adjusting and present in the next PPG meeting.

- Terms of Reference section 3.1 still needs to be reviewed. Action for CS.
- Annual Declaration of Commitment – copies provided to all members, now on version 2. All to read, agree and sign at the end of the meeting. Copy will be sent to ER.
- Patient stats – new patient registrations for March 2025 were 68.
- Blood Pressure monitor hire will require a deposit of £10 for rental. This has now started. Information will be displayed on the patient information screen for patients to see. NB will have her own monitor which she can hire out to her housebound patients.
- Treatment room update – Over the past 6 months, together with our GP Federation K2 Healthcare Ltd, we have worked hard to continue discussions and negotiations with the ICB to try and secure a better remuneration deal for this service. We are delighted to be able to advise you that the ICB have agreed to increase the funding to a fairer and more reasonable level which we believe will make the service financially viable. We are now able to offer treatment room service appointments to our patients. Members thanked the practice for pursuing with this case.
- Long Term Condition invites – Some of you may have received a text message if you have a long-term condition to advise that we are changing the way we invite patients in for reviews. Some patients will receive questionnaires, these will need to be completed, based on the answers of the questionnaires it may be that some patients do not need any further review.
- PPG Awareness week – The dates for this year's awareness week have only just been published. The awareness week will be from 31<sup>st</sup> May – 6<sup>th</sup> June 2025. The group discussed ideas of how we can promote this week. CS suggested that members could go to local community groups to promote what the PPG group do. CS has yet to receive any formal information on this event. CS referred back to terms of ref whereby it states co-ordinating with other PPG's within the area. The awareness week could be used to visit local groups to promote we are looking to expand our group and actively looking for new members to join us.
- PPG Member Jackets – CS demonstrated a jacket that employee's now have as part of their uniform. CS advised that LBMC is willing to purchase jackets for PPG members that can be worn at events i.e. Meet & Greet sessions, Attending local groups, Flu clinics etc. CS will need to know members sizes, once got we will put the order in.
- Thank you, Campaign, update, – 193 comments received. We were delighted to receive and read all comments – we came 2<sup>nd</sup> overall. Thank you to everyone. The members also thanked and congratulated us.
- Easter opening hours and Early May Bank Hol hours advised to all.

- Home visits continue to be supported by KB, AT. KB also still supporting one to one wellbeing walks.
- Dementia Group -The group was visited by Wiltshire Foods. Samples were gratefully received at the group.
- Foston Neighbours – SB arrived at the meeting at this point on the agenda. They continue to have successful lunches and coffee mornings. CS to catch up with SB after the meeting re members DBS forms. KB also formally thanked all Foston Neighbours members for helping out at the Dementia Group and for their members that helped when the last wellbeing walk attendees visited the VH.
- **AOB:**
- Fundraising suggestion put forward in a previous meeting – AT has some supportive information on this. He has proposed he will circulate this information, and we will discuss in detail at the next meeting.

#### **Date and Time of Next Meeting**

Next meeting 21<sup>st</sup> May at 9.30am

#### **Actions:**

**KB to adjust the Mission, Value statement**

**CS to set up WhatsApp group**

**NH DBS completion**

**CS to make changes to Term of Reference**

**CS to obtain jacket sizes from members**

**AT to circulate Fundraising information**