



## **PATIENT PARTICIPATION GROUP**

Meeting held at Long Bennington Medical Centre on 24<sup>th</sup> September 2025

at 9.30 a.m.

Attendees: KB, MG, CS, AT, JL, SB, ER, VAS, NB, JL, PW

### **1. Apologies for absence**

NH apologies. JL & KF welcomed as potential new members.

### **2. Approval of minutes of previous meeting for 16.07.2025**

Agreed as a true record.

### **3. Matters arising**

Response from the Lincs Coop is still awaited.

PPG notice board event cancelled.

Patient Focus 2025 is progressing.

AT & NH attended Claypole Community Cuppa to give presence in the community and to let all know of vacancies within the PPG.

### **4. Surgery Updates –**

### **Wellbeing walks**

KB to discuss with walk leaders the viability of shorter walks.

### **Appointment Stats**

DNAs: July-85, August 79. Probability report of repeat offenders discussed.

### **Accreditation**

LBMC received a Gold Award as a Learning Disability Friendly Practice. Only the 2<sup>nd</sup> practice in Lincolnshire to receive this award.

### **PPG Noticeboard**

Discussion focussed on how to maintain board, including using the Patient Information screen, laminating PPG Values, You said We Did. Visual posters have been placed in the Clinical corridor – Hoping these will have a visual impact on the Flu Clinic Day.

### **Patient Focus 2025 Edition**

Deadline 3 October.

### **Social Media Posts**

CS requested member bio info. AT to produce and send first post to SB for the Patient Focus. CS to send template to all for completion.

### **Flu Clinic 18 October**

SB to assist AT on carpark duties. Possibly 2500 patients attending.



## **October Meeting Minutes**

MG to minute meeting. Permanent solution still required.

### **Dispensary Representative**

VAS described the dispensary process. 82% (5659), patients use this service.

Dispensary team congratulated for their excellent patient service.

VAS to produce a process flow of the dispensary service.

### **Blood Pressure Clinic**

MG & ER to assist the clinic. CS to look at clinics.

### **Patient Engagement & 2026 Planning**

Additional meeting to be scheduled in November. CS to advise date.

A discussion was had re Monthly meetings to start 30 minutes earlier to accommodate full agenda – to start in 2026.

### **Home Visit Support**

2 new patients require support. KB to visit the LB patient and volunteer required for the Allington patient.

### **Dementia Support**

Summer beach party was a great success.

KB to organise October visiting facilitator.

### **Foston Neighbours**

Nothing to report.

### **AOB**

Equipment amnesty, a potential third party has been identified to collect equipment. Date to be agreed at the October PPG.

JL confirmed her PPG membership. KF to email CS re commitment to join.

The work of the new Advanced Practitioner was acknowledged.

Increasing the volume on the reception screen was requested. Reception team to identify a work around.

Appointments – It was agreed that the subject of appointments was to go on the next PPG meeting agenda.

Date of next meeting: 15<sup>th</sup> October at 930am.

**Actions:**

5. KB to organise walk leader discussion-scheduled 1.10.25
6. Patient Focus articles deadline 3.10.25
7. AT to send SB social media post
8. AT & SB to manage Flu clinic car park
9. MG to minute October PPG
10. VAS to produce dispensary process flow chart
11. MG & ER to assist the blood pressure clinic
12. Additional November PPG-CS to advise date
13. Patient home visit volunteer for Allington required
14. KB to organise October Dementia Group facilitator
15. Equipment amnesty collection date to be agreed at October PPG
16. Volume of patient appointment call to be investigated.