

Long Bennington Medical Centre
Patient Participation Group (PPG)
Minutes of meeting held on Monday 19th September 2016

Attendees: (RM) Chair - Allington
(MR) PPG Member - Claypole
(MG) PPG Member - Long Bennington
(CB) PPG Member - Long Bennington
(CJ) PPG Member - Foston
(JD) PPG Member - Bottesford
(JC) PPG Member - Dry Doddington
(PW) PPG Member - Long Bennington
(SM) PPG Member - Allington [minutes]
(PB) PPG Member - Claypole
(AL) Practice Manager
(SP) Senior Partner

Apologies: (MM) PPG Member - Allington
(AH) PPG Member - Allington
(TB) PPG Member - Long Bennington

Visitors: Nicky Henderson and Doug Vince from Ancaster PPG

RM welcomed the group and introduced Nicky and Doug, who he hoped would give us some tips on our first introductory open meeting. It was also put to the meeting that the group would be autonomous with support from the practice as and when necessary. All agreed this.

The minutes of the previous meeting were agreed.

Ancaster Presentation

The group listened to the experiences shared by the Ancaster PPG who felt some visual aids were beneficial to introducing themselves during their open session, such as bunting, posters, and name badges. They had experienced a lot of repeat questions being asked and suggested a sheet with two or three questions and just by ticking would show interest/ concern over these topics. Friends and Family Test (FFT) cards were also used. Information sheets were useful too as people like to take something home.

Saturday Flu Clinic

A rota was handed round with volunteers having covered the 5-hour session for 500 patients. A table is to be made available by AL for use by PPG to be sited in the entrance. As the one-way system will be in operation, this would give easy access to anyone wishing to return for further discussions.

Questions:

It was felt that the Dispensary would be uppermost in most people's thoughts. AL will prepare a fact sheet on this subject. Staff have been replaced and more staff are being recruited. AL informed that as of this evening 19/9/2016, all prescriptions are up to date (within 3 working days for collection). Further improvement for stock control will take place in October which will again improve matters.

CB asked if we could have a link into the TV, AL will contact the software team in the morning. FFT cards will be used; this will aid the Practice's feedback numbers and PPG members are asked to mark them with an "F" to indicate that they originated at the Flu jab event. AL will check stocks and order more cards.

PPG Questions:

What does the Surgery do well?

How could the Surgery improve?

Is there anything you would like to see?

Actions:

CB will produce a questionnaire sheet and name badges.

MR will produce bunting.

AL would like to encourage patients to use more online services and will produce a form for patients to take away and complete with up to date contact details.

Group Business:

PPG email address is up and running info@LBPPG.co.uk, the first year cost will be covered by the Practice.

SystemOne is now up and running with perhaps a few teething problems on the text appointment reminder side. AL said staff are still having ongoing training.

Membership has been set up for 1 year with NAPP – first year to be paid for by the surgery.

SWOT analysis. CB, PB and MG have completed one and other members are asked to do one if possible for the next meeting.

AOB:

AL announced that Dr Pullinger is regretfully retiring at the end of January. Interviews will take place next month.

Next Meeting:

There being no further business the meeting closed at 7.00pm with a further meeting arranged for Thursday 6th October 2016 at 6.00pm – 7.00pm.