

**Long Bennington Medical Centre
Patient Participation Group (PPG)
Minutes of meeting held on Tuesday 25th October 2016**

Attendees:

Bob McKinlay (RM)	Chair - Allington
Sue Marvin (SM)	Secretary - Allington
Mary McKinlay (MM)	PPG Member - Allington
Martin Round (MR)	PPG Member - Claypole
Michelle Gilbert (MG)	PPG Member - Long Bennington
Carol Jones (CJ)	PPG Member - Foston
Prue Beck (PB)	PPG Member - Claypole
Alison Lowerson (AL)	Practice Manager

Apologies: Pat Wall, Colin Braziel, Julie Darkin & Jean Clark.

The minutes of the previous meeting were agreed with an amendment to the Dispensary Update where information was not accurate. Should read, computerised system not planned until summer/early autumn 2017, as the DispensIT licence is valid for 12 months.

Matters Arising

- The question of a credit/debit card payment machine was raised on the questionnaires and the Surgery is looking into the feasibility of such a service.
- Stock system implementation as mentioned and amended above.
- The surgery does have issues with present supplier with certain stock items.
- AL explained that where possible patients are contacted to inform them if items are not available. MG stated this was not her experience as she had experienced this situation 8 times recently. AL will investigate further.
- Discussion on the recent questionnaire regarding prescribed over the counter medication with AL stating the Practice wouldn't compromise on clinical care where needed on these items.

Review of Saturday 15 October flu event:

a. Responses from Patients

Overall very good response reported with the expected dispensary situation being raised. There was a slight misunderstanding about who would be analysing the responses, RM has taken the questionnaires away to analyse.

b. Results of Dispensary Questionnaire

No results yet since this questionnaire is running until the end of November. It was reported that the questionnaires should be handed out when collecting prescriptions, inconsistency has been found. AL will investigate.

c. Latest situation on Dispensary

Third labelling machine is up and running.

Part time Dispensary Assistant will be in place from Monday 31st October.

A further dispenser is being recruited; this is expected to be a lengthy process because a qualified dispenser is required.

SystemOne is still causing some problems.

Telephone repeat requests are still causing a backlog as at least 2 hours per day is spent, with longer on a Monday, processing the messages.

Online ordering is not popular with a lot of people and members have found a problem with the message part, with ticks disappearing when applying. AL to investigate.

PPG Own Website

It was agreed this was not necessary and that all minutes and newsletters would be available on the Practice Website. SM to send the last 2 sets of minutes for inclusion on site.

PPG email address

RM asked MG how this was operating and asked for the password. Michelle reported that she had received a response from the Flu Day with a patient wanting a list of members and the newsletter sending regularly.

NAPPS

The question was asked by RM how do we join? AL will contact the Practice finance manager and report back to RM.

SWOT analysis

RM will email out what he has received so far. To be discussed at next meeting.

AOB

MM reported that she had been approached asking if the PPG was yet another level within the NHS and was there a cost involved. A circulation notice will be displayed in prominent positions within the villages. AL thanked the PPG members for volunteering for their time and for their input as a valuable link between the Practice and patients.

MR wondered if the proposed Fernwood development would have an impact on the Practice. AL assured members that no new patients would be taken on unless they lived within the Practice's catchment area. There is £1.7m available as funding, which could go to Newark and Sherwood; the Practice has made NHS Lincolnshire aware and they have made an application.

MR asked if the Grantham Hospital situation had any impact on the Practice? The answer was no.

Was anyone aware that there was a Care Group belonging to Age UK operating in Long Bennington? No explicit information available.

AL reported that a GP would be appointed shortly to take over from Dr Pullinger by the end of January.

CJ asked if there was a privacy room the dispensary could use to discuss things with patients if necessary. AL confirmed there is, just ask if needed.

PB suggested that another introduction to the PPG could be held at another clinic, i.e. Mum and Baby, Well Woman or Warfarin Clinic. AL to come back with suitable dates at next meeting.

RM suggested that now the group was up and growing in strength that there may be duties the Chair and Secretary need to be aware of and that there was perhaps a time limit on positions held. It was agreed to wait until the NAPP application had gone through and review.

Date of next meeting

There being no further business the meeting closed at 7.00pm with a further meeting arranged for Monday 12th December 2016 at 6.00pm – 7.00pm with mince pies being served during the meeting.