



**Long Bennington Medical Centre**  
**Minutes of PPG Meeting**  
**Friday 4<sup>th</sup> May 2018 @ 9.30am**

Attendees: Robert Hay PPG Chair  
Michelle Gilbert PPG Member  
Stephen Manuel PPG Member  
Harry Paice PPG Member  
Diane Hansen Head of Engagement & Inclusion  
South West Lincolnshire CCG

Apologies: Alison Lowerson Practice Manager  
Martin Round PPG Member  
Julie Darkin PPG Member

It was decided that in view of the attendance numbers and no effective majority, the meeting should focus the meeting on discussion around the further development the PPG. This included the review of the draft documents produced as part of the Action Planning activities. Additionally, where possible we would comment on the previous meeting minutes. However, formal approval of the minutes should be postponed to the next PPG on 1<sup>st</sup> June 2018.

## Agenda Items

### 1 Diane Hansen – South West Lincolnshire CCG 5 Year Plan

It was agreed, in view of the amount of attendees that this would be postponed to a later date (to be agreed and confirmed) in order that a wider audience of the PPG could be in attendance.

Instead we briefed Diane on what the PPG currently is in the process of achieving. During the discussion Diane was able to offer valuable insight and useful feedback. She felt that we were on the right track and offered to provide additional assistance if needed.

A separate date will be set for Diane to return and present the five year plan.

### 2 Minutes of the last meeting: held on Friday, 6th April 2018.

It was agreed, in view of the small number of members at the meeting that this item for the approval of these minutes should be postponed until the next PPG meeting on Friday, 1<sup>st</sup> June 2018.

However, members were asked if there were any observations or objections to the recorded minutes. The following points were



## 2.1 Matters Arising

### Dispensary Patient Information Leaflet

It was briefly discussed and agreed that this item has been on the agenda showing no material progress for the last three months. Furthermore, it demonstrated the need for closer co-operation and engagement with the practice to ensure a closer and more productive working relationship.

Alison has arranged for Robert to meet with the Dispensary Manager, Rey Rojo. The meeting was very productive. When Rey understood what the PPG was suggesting he agreed that it was indeed better that the current leaflet should be split into multiple leaflets covering individual topics, the first being regarding repeat prescriptions. Rey also agreed to send the text to Robert for review by the PPG.

**Action: Rey & Robert**

## 3 Review of Action Plan Documents

### 3.1 Terms of Reference and Constitution

These were agreed with the exception of the statements on Equality. Michelle will research and include suitable wording for approval.

**Action: Michelle**

### 3.2 Practice Engagement

It was agreed that meeting with the Practice, whether as a whole or on a departmental basis should not happen until the PPG has agreed more about what it expects to achieve over the next twelve months. Stephen agreed to draft his view for circulation and comment to all the members of the PPG. The target is to have a "Vision Statement" available for approval at the next PPG meeting.

**Action: Stephen**

### 3.3 Patient Engagement

Various grammatical amendments were made. However, the main observation again was that of the Vision Statement. Additionally, prior to triggering any of the activities in the plan were executed, the PPG needs to have in place the resources on how to handle any patient feedback generated. This was agreed but couldn't actually be documented for agreement until the Vision Statement is complete.

## 4 Any other business (AOB)

Nothing raised.

## 5 Date of next meeting – Friday 1<sup>st</sup> June 2018 @ 9.30am – 11.00am

It was agreed to encourage patients to register for SystemOnline to improve the process for the dispensary. Alison receives feedback from staff if patients have any difficulties with SystemOnline, although one PPG member said they couldn't see the number of repeat prescription issues when they viewed the SystemOnline App. Alison would look into this.

**Action: Alison**



## 6 Post meeting notes

- 6.1 Could all PPG members to begin to think of how we might ensure that we are prepared to receive and deal with things raised by the patient community, once we begin to actively engage with the patient community in earnest.
- 6.2 Can PPG members please ensure that any Agenda items they wish to include for the next PPG are copied to Robert by close of play Friday, 25th May 2018 – including a brief note on the detail/issue for discussion. This will ensure that other PPG members, who may not be able to attend the next meeting can, should they so wish, to add their point of view via email.
- 6.3 It is my intention to circulate Minutes of meetings as soon post meeting as possible. In the worst case, along with the Agenda for the next meeting, by no later than the Monday preceding the next PPG meeting. This is to enable in particular, members who are unable to attend meetings sufficient time to read the minutes and to provide their input to be read at the meeting.
- 6.4 Reminder of current schedule of the remaining PPG meeting dates for 2018:
  - Friday 1<sup>st</sup> June
  - Friday 6<sup>th</sup> July
  - Friday 3<sup>rd</sup> August
  - Friday 7<sup>th</sup> September
  - Friday 5<sup>th</sup> October
  - Friday 2<sup>nd</sup> November
  - Friday 7<sup>th</sup> December