

BILLINGHAY MEDICAL PRACTICE

Patient

Participation

Group

“Representing patients and putting them at the heart of all we do”

MINUTES OF THE MEETING HELD ON 5 DECEMBER 2017 AT BILLINGHAY MEDICAL PRACTICE – WAITING ROOM

Present	Name	Role
	JW	Chairperson
	JP	Secretary
	SC	Vice Chairperson
	JG, KLo	PPG members
	N Turner	Practice Manager
	V Howseman	Reception Manager
	H Bampton	Dispensary
Apologies	MC, PM, AK, RK, CW	

Agenda Items

Chairperson's Comments

JW welcomed members to the meeting. She informed the group that, sadly, two members, BB and ChC, had recently passed away and that she had sent sympathy cards from the PPG to the respective families.

Minutes of the Last Meeting

The minutes of the meeting held on 5 September 2017 were accepted as a true record.

Proposer: SC
Secunder: JG

Matters Arising from Minutes

Practice Survey

NT reported that there had been 20 responses to the Practice Nurse survey which had run for the past 3 months. 95% was achieved in all areas, with 5% showing no response. **Closed.**

Good Neighbour Scheme (GNS)

KLo reported that a constituted committee was in place with 16 volunteers offering 65 activities; policies have been agreed, and three lots of funding have been awarded to develop an IT platform, provide free training for committee members and volunteers, and to buy equipment. Three committee members and one volunteer have undertaken safeguarding training so far. A

Actions

meet and greet was held on 22nd November and was well attended. All volunteers, including the committee, would have DBS checks, provide two references, undergo training and be fully inducted into the scheme. Risk assessments would be carried out on potential beneficiaries to ensure the scheme was safe for both volunteers and scheme users. KLo confirmed that it would be possible for volunteers to be beneficiaries, and vice-versa.

Ongoing.

KLo

Community Connections Café

KLo said that although the funding for VCS to run the cafes ended in November 2017, the IT help for Billingham would continue with support from Claire Clayton at NKDC as part of the Digital Champions scheme. Volunteers to help with getting others online were required, she said. The sessions would run, as before, on the last Wednesday of each month in the classroom at the rear of the Methodist Church. The dates are: 24 January 2018; 28 February 2018, and 28 March 2018, and there would be a poster in the Billingham Times to advertise these dates. KLo confirmed that this support is free. NT and VH said they would try to attend one of the sessions to encourage people to use the Medical Practice online facilities. **Ongoing.**

NT/VH

Carers' Champion Update

VH informed members that Lorraine Dring and Emily Key had been presented with the Carers' Charter award in November, and the Practice was pleased with the hard work they had put in to achieve this. They would be identifying "unpaid" carers and suggesting help and support where necessary. **Closed.**

Charity Day Update

NT said £484.52 had been raised for Breast Cancer Research on 'Wear It Pink' day, 20 October, and thanked those who had helped to make it a success. **Closed.**

Permanent Agenda Items

Have Your Say

A patient commented that they found the radio music in the waiting room unnecessary and not calming, saying that it has the opposite effect particularly if there were children there or people talking. The patient stated that it is just a noisy atmosphere which is not good if you are not feeling well. (NT said he would organise a poll on the website on music in the waiting room).

NT

Community Plan Update

KLo reported that the Basic Conditions Statement had been written by Urban Vision and explains how the policies in the Plan meets planning and EU laws – in terms of equality, diversity, heritage, environment, flooding etc. This, along with the draft Plan and the Consultation Statement, (which describes who has been consulted, when, and the outcomes) is hoped to be ready to send to NKDC on 13 December for checking prior to formal Regulation 15 submission of the Plan. NKDC will then publicise the plan themselves as a further part of the public and statutory consultee process. **Ongoing.**

KLo

Other Agenda Items

CQC Overview

NT said it was unlikely that another inspection would take place within the next five years, although one could take place at any time with a two-week notice period, which would be more targeted with less inspection. He stressed that it was important to maintain standards. **Closed.**

Newsletter

The quarterly PPG Newsletter was distributed, and JP said she thought the addition of photos and articles on people and roles within the Practice made it more interesting to patients. It was suggested that "A Day in Reception" could be an article for the March newsletter. **Ongoing.**

JP/VH

Christmas Jumper day and raffle

VH said that Christmas Jumper day would be held on Friday 15 December, when everyone would be encouraged to wear one. There would be a raffle, with £1 donation per person to 'Save the Children'. **Closed.**

Poppy Appeal

VH reported that donations received in the collection box on the Dispensary counter amounted to £83.92. **Closed.**

PPG Membership

VH commented that membership of the PPG had reduced from 17 to 12 over the past year. Some members also did not regularly attend the quarterly meetings, and she suggested that the PPG could look at ways of promoting the group within the village. In addition to meetings currently being advertised on the Practice noticeboards with an appeal for new members, a full-page advert/article appears in the bi-monthly Billingham Times. Suggestions for further promotion included:

- Writing to school heads to encourage students who may be thinking about a career in healthcare.
- Text messaging.
- Co-op noticeboard.
- Laminated adverts for the driver to distribute on his rounds.
- Saturday coffee morning to be held at the Practice at the end of February. **Ongoing.**

NT

NT/VH

JP

VH

NT/VH/All

Agenda Items for Next Meeting

No items were put forward for the next agenda.

Date and Venue of Next Meeting

Tuesday 6 March 2018, 18.00-19.30
Billinghay Medical Practice – waiting room

- Reception Manager: v.howseman@nhs.net
- Chairperson: juneta.wilson@btinternet.com
- Vice Chairperson: Sheilaclark23@yahoo.com
- Secretary: jean@patman.plus.com

Jean Patman
Secretary

Patient Participation Group
Billinghay Medical Practice