

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 SEPTEMBER 2017 AT BILLINGHAY MEDICAL PRACTICE – WAITING ROOM

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

Agenda Items

Chairperson's comments

JW thanked everyone for their time, reminding members that they were here to support patients and the Practice with generalised issues, not personal issues which should be discussed with GPs. She mentioned the Terms of Reference and Ground Rules, copies of which were on the PPG noticeboard, and VH said she would circulate them again.

Actions

VH

Minutes of the last meeting

The minutes of the meeting held on 6 June 2017 were accepted as a true record.

Proposer: MC
Secunder: SC

Matters Arising from Previous Minutes

Survey

NT said that the last survey to be conducted was for the Good Neighbour Scheme, and he suggested a survey for the Practice nurses based on the GP survey. It was agreed that this would start immediately and continue for 3 months. **Ongoing.**

NT

Proposer: RK
Secunder: CL

Community Plan update

The Neighbourhood Plan Committee continue to update the draft plan following the consultation. The next meeting will be held on Wednesday 20 September at The Ship. All welcome.

Good Neighbour Scheme (GNS)

JP said that a meeting was held with Roy Pell of Community Lincs on 25 July, when levels of commitment to set up a scheme were confirmed and steps agreed to move the initiative forward. An organising group was set up to initially focus on the development of an action plan for the next 6-9 months. To encourage more responses, the Resident Survey box and questionnaire would continue to be available in the Practice waiting room. NT suggested that Pink Day and the days of the 'flu clinics would be suitable to have a volunteer from the GNS to be present. **Ongoing.**

Community Connections Café

In KLo's absence, CC said that he had attended the Café and was very impressed with it and the help he had received. **Ongoing.**

KLo/JP

Permanent Agenda Items

Have Your Say Comments

The following comments had been received from patients:

- Could the Dispensary stock hearing aid batteries?
(NT said that it was not possible for the Dispensary to stock these, and they can only be obtained through the hearing aid provider).
- A new patient said he/she was disappointed in the service as there had been a power cut the first time they had attended and it was not possible for a proper examination to take place.
- Patient had blood test done when Phlebotomy was understaffed by 50%. Treatment was outstanding and extremely professional.
- Practice is well managed and staff are helpful, friendly and caring services are accessible. Patient has confidence in practitioners' skills and competence.

NHS Choices Comments

Comments received through NHS Choices (all replied to online by NT):

- A patient who has been with the Practice for 15 years said that it was probably the best medical care he/she had ever received and that the only criticism was that another full-time GP was needed. (NT replied that Dr Raja is now working an extra two days a week).
- A carer for an adult with Learning Difficulties was not aware whether they had an annual health check or if this was available. (NT replied that the Practice is signed up for the LD Health Check Scheme and all patients on the register receive an invite annually for a health check. Carer was asked to contact the Practice to ensure records were fully up-to-date).
- Two patients gave very positive feedback but were concerned about standards being maintained over the following months due to several staff changes. (NT replied that although there had been some changes due to retirement and relocation, the ethos of the Practice was very high on the list of essential qualities).
- A patient asked for more pre-bookable online appointments to be made available. (NT explained that the appointments system is continually reviewed depending on various factors but he would raise this again in a future staff meeting to see if the amount of online/pre-bookable appointments could be increased).

NT

Other Agenda Items

Ear syringing/fees

NT said that ear syringing services are currently provided free of charge, as agreed with the CCG (Clinical Commissioning Group) but this may not always be the case in the future. **Closed.**

Nominations for Vice-Chairperson

Sheila Clark was nominated for this position. **Closed.**

Proposer: MC

Secunder: JG

Lincolnshire Patient, Carer and Public Networking Event

CC attended this meeting, which was held at the New Life Centre in Sleaford on 15 July. He reported that it was attended by around 250 people from the East Midlands area. He would obtain the official report of the meeting, which would be discussed at the next PPG meeting. **Ongoing**

Flu Clinics

VH said that the 'Flu Clinics would be held on 30 September and 14 October and asked for volunteers to distribute posters locally. **Closed.**

Staff Update

NT reported that Sarah Russell (Dispensary Manager) and Sarah Wighton, (Nurse Practitioner) had joined the Practice in August. Ann Harland (regular locum Nurse Practitioner) would be joining this month. Other new members of staff had joined as noted in the PPG minutes of 6 June 2017. **Closed.**

Concerning the appointments system, NT told members that the Practice is staying with phoning on the day as it suits the majority of patients, but looking at making more appointments available. SC asked if it would be possible to offer a telephone call-back system, to which NT replied that this was not deemed feasible at the present time as it would restrict the GPs time. This would only work in a larger practice with more doctors available. NT said that online appointments to see the nurses would not be practical. **Closed.**

Carers' Champion Update

VH reminded the group that Lorraine Dring and Emily Key had been nominated for the Carers' Champion award for unpaid carers. The final assessment would take place in 4-5 weeks. Accreditation and presentation would take place during November. **Ongoing.**

Charity Day

NT said the Practice would again be supporting "Wear It Pink" Day on Friday 20 October. He asked for volunteers from the PPG, who should speak with Sarah or Rachel in Dispensary with offers of help. **Ongoing.**

Reception Confidentiality Screen

NT said that the screen had been installed because there had been issues over a number of years about Reception being open, conversations overheard, and patients leaning over the counters. The new layout, whilst not losing the personal aspect, afforded more privacy to staff and patients. **Closed.**

Newsletter

Issue number 5 was distributed to members. NT suggested this should appear on the Practice website as well as having paper copies in the waiting room. JP reminded the group that she would like to receive ideas for items and layout for future issues. **Ongoing.**

CC/VH

All

NT/JP

Agenda Items for Next Meeting

Report and follow-up from Lincolnshire Patient, Carer and Public Networking Event.

VH

Date and Venue of Next Meeting

Tuesday 5 December 2017, 18.00-19.30
Billinghay Medical Practice – waiting room.

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Chairperson: juneta.wilson@btinternet.com
Vice Chairperson: Sheilaclark23@yahoo.com
Secretary: jean@patman.plus.com.

Jean Patman
Secretary
Patient Participation Group
Billinghay Medical Practice