

BILLINGHAY MEDICAL PRACTICE

Patient

Participation

Group

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

MINUTES OF THE MEETING HELD ON 7 MARCH 2017 AT BILLINGHAY MEDICAL PRACTICE – WAITING ROOM

Present	Name	Role
	JW	Chairperson
	CoC	Vice Chairperson
	JP	Secretary
	N Turner	Practice Manager
	V Howseman	Reception Manager
	RL, MM, PM, RR, JF, ChC	PPG Members
	KLo, AK, RK	
	Diane Hansen	Guest Speaker

Apologies BB, JG, MC, CL, CW

The meeting was chaired by CoC, Vice Chairperson.

Agenda Items

Actions

Chairperson's comments

On behalf of JW, CoC welcomed new member JF and asked members to introduce themselves.

Minutes of the last meeting

The minutes of the meeting held on 13 December 2016 were accepted as a true record.

Proposer: KLo

Secunder: RL

Guest Speaker

Diane Hansen, Head of Engagement and Inclusion, SW Lincolnshire Clinical Commissioning Group, spoke about the Lincolnshire Sustainability and Transformation Plan (STP), the aim of which is to improve the wellbeing of our population, provide better quality care and deliver services within budget over the next five years. It is envisaged that by 2021 people will be supported close to their homes and only need to go to hospital for specialist treatment or emergencies. DH circulated copies of the STP to PPG members, the full plan can be viewed at www.lincolnshirehealthandcare.org/stp.

Matters Arising from previous minutes

CQC Update

NT said that the CQC inspection had taken place on 29 November 2016, the results showing GOOD in all areas. There were two minor comments from the inspectors which had been implemented. JW commented that although the Practice was rated as Good by the CQC, the PPG knows it is Outstanding. **Closed.**

Permanent Agenda Items

Have Your Say Comments

The following comments had been received from patients:

- We are new patients and are very happy to have joined your Practice. Everyone has been really friendly and helpful.
- My family have been patients since 1981 and have always received the best possible care. I moved my elderly mother to this surgery for what proved to be the last weeks of her life as we were dissatisfied with the care she received from another surgery. From day 1 she received care which was second to none, for which we will always be grateful. I cannot praise the surgery too highly.
- Whilst I am happy to see a Nurse Practitioner as I understand the pressure on the doctors, I am disappointed that some NPs do not give a clear and knowledgeable service. They are considered to be able to provide medical feedback of a good standard. Very disappointed. **Ongoing.**

Survey

KLo suggested a care survey. This was to be produced by KLo and copied by the Practice to enhance its coverage. **Ongoing.**

NT/VH

CoC suggested a survey on surgery 7-day opening hours. This was discounted for the time being due to concerns from the Practice about suggesting something that could not be delivered without significant investment which is not available.

Closed.

Community Plan Update

KLo reported that the Neighbourhood Development Plan has passed its Strategic Environmental Assessment screening and will now be formatted and sent out for consultation as part of Regulation 14. The Lafford site planning application (for 16 dwellings) was deferred at the planning meeting on 7/2/17, following opposition by BCP and the Parish Council (who say the site is needed for community facilities). This deferral was to allow LCC, Billingham PC and BCP to agree a new plan for the site. LCC have declined to meet with either BCP or PC.

BCP/PC instructed local architect, Guy Forman, to draw another plan for this controversial site. This new plan incorporates the 16 dwellings LCC require, parking for 53 cars and a large community/sports hub, with access to the playing field beyond. This community hub could also provide medical facilities (as discussed in the NHS Sustainability and Transformation Plan) as well as business, leisure, retail and a community cafe. The planning decision for the former Lafford site will be made at the NKDC planning committee meeting on Wednesday 15 March at 5pm. NHS England had not been made aware of the outline planning by LCC for the site and they have since been written to by NKDC planning. The Parish Council also informed NHS that 570 homes are expected to be built by 2035. (This will bring 119 children to the village).

PPG, BCP and PC are all aware of the issues and limitations of our fantastic Medical Centre at its current location. The Neighbourhood Plan has also allowed for the Medical Centre to extend onto the land currently owned by Overland Haulage, which has been put forward for housing as part of the Local Plan.

BCP meetings take place on the third Wednesday of every month and are public meetings. **Ongoing.**

Other Agenda Items

Newsletter

Copies of newsletter No. 3 were distributed to members. JP asked for ideas for items to be included in the next newsletter, due on 6 June. NT suggested reminders about vaccinations and screening programmes. CoC suggested seasonal articles, eg asthma and hayfever. **Ongoing.**

JP

Information Pot (ICE)

PM demonstrated the Information Pot (In Case of Emergency), a fire-retardant tube storing medical information and contact details of vulnerable people for the emergency services to refer to when called to a house. The Information Pot would be kept in the fridge in the person's house, with a sticker on the inside of the front door to alert the emergency services that the facility exists. **Closed.**

Computer Training Update

KLo gave details of the New Community Connections Café to be held at the Methodist Church hall on Tuesday 29 March and on the last Tuesday of each month thereafter. She explained that this was a new initiative to help people in basic computer skills, or for them to be able to use more advanced technology.

NT said it would be helpful to encourage more patients to do repeat prescriptions online and to correspond with the Practice by email. It was suggested that PPG members could run a promotion in the waiting room and dispensary to confirm mobile phone numbers and email addresses from patients. **Ongoing.**

PPG

Carer's Award

VH said that PPG members had been invited to join the staff to a presentation at the Medical Centre on 8 March, where they would be shown how to identify a carer and where to guide them for help. She said the surgery was contemplating applying for the Carer's Award and she would give further details at the next meeting. **Ongoing.**

VH

Agenda Items for Next Meeting

No suggestions.

Date and Venue of Next Meeting

Tuesday 6 June 2017, 18.00-19.30
Billinghay Medical Practice – waiting room.

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Jean Patman

Secretary - Billinghay Medical Practice Patient Participation Group