

# BILLINGHAY MEDICAL PRACTICE

Patient

Participation

Group

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

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## MINUTES OF THE MEETING HELD ON 6 MARCH 2018 AT BILLINGHAY MEDICAL PRACTICE – WAITING ROOM

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

**Apologies** CL, RK, AK, CW

### Actions

### Agenda Items

#### Chairperson's Comments

JW thanked members for attending and welcomed potential new members IP and PR.

#### Minutes of the Last Meeting

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

Proposer: KLo

Secunder: JG

### Matters Arising from Minutes

#### Good Neighbour Scheme

KLo stated that it was hoped to launch the scheme at the Annual Parish Meeting on Monday 21 May 2018 at the Village Hall (7-9pm). She said there were still vacancies for volunteer call handlers and for marketing and data-protection personnel on the committee. KLo confirmed that training would be provided and all expenses reimbursed. Initial activities to be carried out would be collecting prescriptions, shopping and companionship. She said the next meetings would be held on Tuesday 27 March and Tuesday 1 April at the Ship, from 7-9pm and stressed that new volunteers would be welcome. **Ongoing.**

KLo

#### Community Connections Café

NT reported that he and VH attended the Café on 31 January, prepared to help people with getting online to be able to access the Medical Practice

website and order repeat prescriptions, but attendance was very low on that occasion. NT said they would be prepared to set another date later in the year, and it was suggested that the venue might be changed to either the Community Room or the lounge at Ringmoor House. **Ongoing.**

NT/VH

## Permanent Agenda Items

### Community Plan Update

KLo reported that the Neighbourhood Plan had been submitted to NKDC as part of Regulation 16 – the publicity stage, which was running for six weeks from 26 February to 4 April. She indicated that the Plan and its documents were available to view and comment upon on the following websites: NKDC, the Parish Council, BCP, and via the NK and Billingham Parish Council's Facebook pages. Paper copies were also available in the Parish office in Ringmoor House. It was hoped that following the assessment by an independent examiner, the referendum would be held in July or September 2018. KLo urged people to have their say. **Ongoing.**

KLo

### Have Your Say

- A patient requested more information around mental health issues to be available in the Practice and in the Newsletter. (This is now being addressed).
- There were comments from five patients thanking Drs Leeper, Passfield and Raja for their brilliant, thoughtful and thorough care.
- Another patient wished to thank all the staff, who were always warm, helpful and welcoming. **Ongoing.**

### Survey

NT reported that although the “music in the waiting room” survey had been small, the response was 100% in the affirmative – patients were happy to have background music. NT confirmed that the Practice did have a licence for this. The outcome of the next GP survey was awaited. **Ongoing.**

NT

### Newsletter

Newsletter number 7 had been issued early to coincide with the coffee morning on 24 February. Ideas put forward for the next Newsletter to be issued on 5 June included a picture of dispensary waste, a mental health poster and an article about patients making appointments then not turning up. PM said she would send JP some general information on Mental Health. **Ongoing.**

NT/JP/PM

## Other Agenda Items

### Flu Campaign 2018

NT stated that there would be a change to the campaign this year, as in August 2017 a new vaccine (Fluad©) was licensed for use in the UK in those aged 65 and older, which would be more effective and cost-effective in this age group and in those with various chronic conditions than vaccines currently in use. The guidelines (which must be followed) were then changed to apply to patients aged 75 or over, with the whole country using one supplier. Although influenza activity does not usually start until November, he said, it can start earlier, and therefore the ideal time for immunisation is between September and early November. It was thought that protection would last for at least one influenza season and that annual revaccination would be important. **Ongoing.**

NT

## Medicines Waste

HB reported that a campaign was running to encourage patients to return unwanted medicines. Currently the cost of these stands at £2K per month. She stressed that patients should only order what they need, as unwanted medicines cannot be used again and have to be incinerated. **Ongoing.**

HB

## PPG Workshop: Sleaford 23 January 2018

SC reported on the meeting which she and JP had attended, run by Paul Devlin, Chief Executive of the National Association for Patient Participation, which is an independent charity supporting PPGs. This was attended by a number of PPG teams, including members from Ancaster, Corby Glen and Ruskington.

- The role of the PPG within the medical practice and problems and successes were discussed.
- We relayed our group successes and recruitment issues and shared our poster for the coffee morning.
- Whereas other PPGs seemed to have issues concerning their relationship within their practice, we obviously praised Billighay for their continued support and open approach.
- It was apparent that Billighay Medical Practice and the PPG seem more proactive than others in areas including surveys, charity days and recruitment.
- One area discussed was possible involvement in health promotion events with local community groups. **Closed.**

Commenting on SC's report, NT said that a further coffee morning would be considered. He had sent text messages to patients advertising the last one, and posters had been distributed locally. He suggested that posters giving contact names could be put on noticeboards around surrounding villages and in church newsletters. **Ongoing.**

NT/VH/JP

## ITEMS FOR NEXT AGENDA

JP will let members know before the next agenda meeting (this involves NT, VH, JW, SC and JP, plus a member from Dispensary) to encourage items for the next meeting. **Ongoing.**

JP

## DATE AND VENUE OF NEXT MEETING

Tuesday 5 June 2018, 18.00-19.30, Billighay Medical Practice waiting room.

Jean Patman

**Secretary, Patient Participation Group**  
Billighay Medical Practice

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