

MILLVIEW MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG) MINUTES

Date / Time 12th July 2017 - 18:00
Location Millview Heckington – Conference Room

	Name	Role
Millview Staff	Marcus Griffen	Practice Manager
	Dr Vijayan	Partner
	Michelle Rushen	Secretary/Receptionist
	Jemma Sharman	Practice Nurse
	Jackie Dixon	Receptionist
Millview Patient Representatives	Peter Ward	Chairman
	Alison Bourne	Deputy Chairperson
	Maurice Rushbrook	
	Mrs Christine Robertson	
	Joan Wyatt	
	James Wyatt	
	Malcolm Jones	
	Father Michael Bell	
	Alan Creaser	
	Mrs Jennifer Charlesworth	
	Mrs Mary Bones	
Apologies	Dr Shrouder	Partner
	Dr Malathy	Partner
	Chris Harrington	
	Mary Rudkin	

Agenda Item	Actions
Introductions The Practice Manager welcomed everyone to the meeting and general introductions were made. Apologies for absences were made.	MG
Health and Safety The Practice Manager gave the mandatory Health & Safety brief.	
Minutes of the Last Meeting The previous minutes of the meeting were read and accepted as a true and accurate record.	
Matters Arising <ul style="list-style-type: none">• Recruit a Patient in the ‘under 25’ Age Category. Still no further forward so it was agreed that we would not discuss at any further meetings but if someone was interested then they would be more than welcome to join.• Hand Sanitiser at Heckington. Alison brought up that the sanitiser still needed to be moved to near the check in screen and also a note regards not using sanitiser if having INR checked. A new sanitiser is being ordered via Dispensary and once arrived will be installed next to check in screen.	

Patients Council

- Due to other commitments Peter had been unable to attend a recent meeting but did attend an event last week. The following items were discussed and disseminated to all present.
- EMAS quality improvement plan
- Equality and Diversity
- Prescribed medication in Lincolnshire

Extended Hours

- The surgery now carries on with its extended hours each week.
- The plan this year is that 3 Clinician's will cover 1830 to 1945 each Monday evening and it is being heavily utilised.

PPG and Proposed Improvement Suggestions/Action Plan

- PPG is now a contractual requirement. We need to decide on 3 clear priorities. These have all been completed over that last couple of years so three new priorities now required.
 1. Redecoration of Heckington now that Sleaford is complete. Outside has been completed along with Marcus' old office. Corridors next.
 2. Start up of Millview Community Fund. Need signatures at bank for the account.
 3. Discussion was held around having water dispenser's in each waiting room. We could either look at our new fund or other charitable organisations. Since the meeting Father Nell has approached his contact at the Round Table – awaiting feedback. Also worth looking at methods of cooling down the waiting rooms.

Medical and Nursing Students

- Marcus informed all present that we are again hosting Nottingham Medical Students starting from next week and will have 2 at a time through until November.
- Marcus and Jemma also informed everyone that as of November we will also be hosting Lincoln Nursing Students

Newsletter

- Maurice passed on his apologies and will start to look at the next newsletter over the next few weeks.

Practice Fund

- Dr Shrouder has opened the account but we now need to arrange for counter signatories for it with the bank. Ideas needed for fundraising? Jemma will co-ordinate this.

Care Quality Commission

- No information received for any further visits. Not expecting any for ? 5 years. Marcus updated all present on recent SMG inspection and that this is now having a knock on effect to us as patients are moving over to us.

Failure to Attend Appointments

- The Practice Manager brought to the attention of all present that from 1st April to 30th Jun 2017, 441 patients failed to attend various appointments at our 2 surgeries. This is slightly better than previous 3 months where it was 443.
- We are now sending out letters after 3 DNA's and this appears to have worked with the repeat offenders

Complaints and Compliments

- No complaints were discussed at this meeting

Any Other Business

- Malcolm pointed out that due to only one receptionist being available at certain times the amount of time waiting for being answered on the phone was getting unbearable. Marcus and Dr Vijayan would look into this.
- Malcolm pointed out that on a couple of occasions recently he has gone to Co-Op Pharmacy and been told on his arrival that they have had prescriptions for him. He had not been informed of this so asked that this be looked into. Since the meeting I have spoken to Dispensary and been informed that this is due to clinicians helping out dispensary with these tasks. Prescriptions are being raised prior to checking with patient which will be addressed at our next Clinical Meeting
- Maurice apologised as above for not having the newsletter out but would be starting it over the next few weeks and would liaise direct with Marcus
- It was recommended that we considered targeting patients collecting their prescriptions for flu jabs and offering it to them there and then like we do for clinics.
- Joan and James brought up a discussion regards Surgery ECG's and why we do not do them here. Dr Vijayan and Marcus explained to all present that we have been advised by one of Lincolnshire's Senior Cardiology Consultants that GP's should not routinely be reading ECG's as they are likely to miss things in their interpretation. Mr Wyatt had been informed at his recent appointment that GP's were able to carry these out and interpret. Again it was reiterated that it is unsafe for GP's / NP's to carry out this procedure in case of miss interpretation and the Practice policy will remain that we will always refer to Secondary Care at the advice of Senior Cardiology Consultant.
- Dr Vijayan explained that unfortunately the nurse practitioner that was due to start with us on 1st August has now decided not to join us. Instead of this we would now be looking into the International Recruitment Campaign via the Local Medical Committee. Dr Bissonauth has also since April dropped one and a half days of clinical time which is being covered at present by Dr Marsden and Kate.
- Jenny suggested that it may be worth a note on the newsletter regards clinicians taking time off during the summer period asking patients to bear it in mind.
- Alan requested that the radio be turned down in the waiting rooms as it was getting louder each time he came in. Marcus will address this with the staff.
- Mary asked for guidance on what clinics were available for workers. Marcus ran through all options available both in and out of surgery and also suggested the Out of Areas Registration Procedure which could prove appropriate.
- Alison informed the meeting that she has booked dates with the luncheon clubs x 4 for Flu campaign.
- It was also requested that the bushes at Sleaford be trimmed back as it is limiting space in the car park. Marcus would speak to land lord next week.

Date of Next Meeting

- The Chairman thanked everyone for coming to what has been a useful meeting and giving up their time to support the group.
- The next meeting was planned for Wednesday 25th October 2017 at 1800.

Practice
Manager

M C Griffen

Practice Manager