

MILLVIEW MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG) MINUTES

Date / Time 16th January 2019 - 18:00
Location Millview Heckington – Conference Room

| | Name | Role |
|---|---------------------|------------------------|
| Millview Staff | Marcus Griffen | Practice Manager |
| | Dr Shrouder | Partner |
| | Michelle Rushen | Secretary/Receptionist |
| | Jackie Dixon | Receptionist |
| | Jemma Sharman | Practice Nurse |
| Millview Patient Representatives | Alison Bourne | Deputy Chairperson |
| | Mary Rudkin | |
| | Maurice Rushbrook | |
| | Malcolm Jones | |
| | Christine Robertson | |
| | Alan Creaser | |
| | Jenner Elber-Porter | |
| | Jane Dawe | |
| | Peter Ward | Chairman |
| | Dr Vijayan | Partner |
| Dr Malathy | Partner | |
| | Mary Bones | |

Apologies

Agenda Item

Introductions

The Deputy Chair welcomed everyone to the meeting and general introductions were made. Apologies for absences were made.

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

- Marcus updated everyone that since the last meeting the start of the new way with Electronic Referral had encountered several problems. Due to this we have returned to our previous ways of referring which we believe is much better for patients and surgery. No plans to change back.
- Jane updated all present on the Sleaford Car Service and handed out contact numbers as agreed by the drivers.
- More drivers are still required in Heckington as requested by Malcolm.

Patients Council

- Peter not present and Alison did not have any update.

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. New car park. The Partners have now managed to purchase some of the land next to the surgery in order to create up to 25 extra parking spaces. Even with support from Parish Council, PPG and Voluntary Car Service NHSE have said that they will not increase our rent allowance if

Actions

we provide increased car parking. With this in mind we are going to maintain the land and revisit this in January 2019.

2. Confidentiality. This is to remain as an action on all agendas until the Group is content with Confidentiality around the reception area. The meeting did agree that it is improving.
3. Speakers. The group would value input from District Nurses, Alzheimers and Patient Council.
4. Patient Survey. It was decided that we would schedule a further survey shortly after we receive the next national survey results.

Medical and Nursing Students

- Dr Shrouder informed those present that we do intend on carrying with the Medical Students next year, however due to us being moved over to Lincoln University we have had our students reduced. This year's students all appear to have enjoyed themselves.
- Jemma informed all present on the progress of the nursing students.

Care Quality Commission

- No information received for any further visits. Not expecting any until possibly 2021.

Failure to Attend Appointments

- The Practice Manager brought to the attention of all present that from 1st October to 31st December 2018, 552 patients failed to attend various appointments at our 2 surgeries. This is higher than the previous 3 months which was 464, however this obviously includes increased clinics due to flu vaccination programme.

Complaints and Compliments

- No complaints were discussed at this meeting

Federation/CCG

- Marcus updated all present regards the new system that is in place at Sleaford for Car Park Management. This continues to have a great effect on space availability.
- Marcus updated all present on the Extended Access now taking place at SMG.
- Marcus briefed all present on a new appointment system being piloted at St John's in Grantham. No pre-bookable appointments available. All appointments triaged on the day and allocated appropriately via a new system.

Any Other Business

- Alan requested that if leaving a message on patients answer phone is it worth leaving the name of staff calling? The reception team that were present informed the meeting that although a good idea it was not crucial as all calls are recorded in the patient's records.
- Alan expressed to the meeting how happy he was with the service received by the surgery. The team are always accommodating and helpful. Jenner further supported this.
- Dr Shrouder thanked Jemma for her time given to the PPG during her time at Millview. She is now moving to The Sidings Surgery in Boston.
- Jemma thanked the meeting for the support that the PPG had given to her for the Charity Events that she has organised during her time here.
- Dr Shrouder updated the meeting on recent staff changes. Julie into Dispensary, Irene doing phlebotomy and Clare doing more nursing hours.
- Marcus informed the meeting that Peter felt now was the time that he should consider stepping down as Chair. Marcus managed to persuade him to remain on the committee as a member as he is a valued member. Alison offered herself to be Chair to which the rest of the group agreed so she was duly elected. No one came forward at the meeting for Deputy. It was agreed to discuss further at next meeting.

Date of Next Meeting

- The Newly Elected Chair 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 20th March 2019 at 1800.

Practice
Manager

M C Griffen

Practice Manager