

MILLVIEW MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG) MINUTES

Date / Time 17th January 2018 - 18:00
Location Millview Heckington – Conference Room

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

Agenda Item	Actions
Introductions <p>The Practice Manager welcomed everyone to the meeting and general introductions were made. Apologies for absences were made.</p>	
Health and Safety <p>The Practice Manager gave the mandatory Health & Safety brief.</p>	
Minutes of the Last Meeting <p>The previous minutes of the meeting were read and accepted as a true and accurate record.</p>	
Matters Arising <ul style="list-style-type: none">• Sleaford Bushes. Marcus will chase with gardener to get this sorted.	
Patients Council <ul style="list-style-type: none">• Peter was unable to attend the last Council meeting so no update for this meeting	
Extended Hours <ul style="list-style-type: none">• The surgery now carries on with its extended hours each week.	

- We now have Tracy in to do Phlebotomy during this also.

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. Corridors at Heckington have now been redecorated next.
 2. Start up of Millview Community Fund. Need signatures at bank for the account. Dr Shrouder dealing with this
 3. Discussion was held around having water dispenser's in each waiting room. It was decided to keep this on the minutes and agenda and look at it in the future once the fund is set up. Dr Shrouder said to remove from agenda in future and Partners will investigate further.
 4. New car park. The Partners have now managed to negotiate with the Parish Council the purchase of some of the land next to the surgery in order to create upto 25 extra parking spaces. Purchase is going through. Awaiting Solicitor sign-off.

Medical and Nursing Students

- Dr Shrouder informed all present that last year we had 8 Medical Students and was a definite benefit to the surgery and students alike. We plan to have another 8 next year.
- Jemma informed all present that we have now started receiving Nursing Students from Lincoln and the first one was in situ at present.

Newsletter

- Plenty of positive feedback with the last newsletter. Maurice will start work on the next one soon.

Practice Fund

- Dr Shrouder has opened the account but we now need to arrange for counter signatories for it with the bank. Volunteers for this came forward. Dr Shourder will co-ordinate. 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 that the previous SMG inspection is still having a knock on with our patient numbers.

Failure to Attend Appointments

- The Practice Manager brought to the attention of all present that from 1st October to 31st December 2017, 534 patients failed to attend various appointments at our 2 surgeries. This is on par with the previous 3 months where it was 446 bearing in mind that this is including our flu clinics.
- 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

- Repeat Prescriptions. Marcus informed all present of the new procedure for ordering repeat prescriptions. Pharmacies now cannot order on behalf of patients. Frail and at risk patients are being excluded from this new ruling that has come from NHSE.
- Village Newsletter. Marcus and Maurice will between them attempt to the Heckington Newsletter/Magazine back on side.

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 18th April 2018 at 1800.

Practice
Manager

M C Griffen

Practice Manager