

MILLVIEW MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG) MINUTES

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

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

Agenda Item

Introductions

The 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

- Jane updated all present on what she had found out about the voluntary car service for Sleaford. This is still separate from Heckington car service and is being run by the drivers themselves. They are taking bookings via their own private numbers. She will get more info for the next meeting.

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

Actions

Service NHSE have said that they will not increase our rent allowance if 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.
3. Speakers. The group would value input from District Nurses, Alzheimers and Patient Council.
4. Patient Survey. The results from the national and in house survey were all discussed with those present. Marcus thanked Jenner, Maurice and Alan for taking the time to carry this out. The in house survey came out marginally better than the national one which raised no concerns anyway.

Medical and Nursing Students

- Marcus informed those present that we do intend on carrying with the Medical Students next year although it may be reduced due to Lincoln Medical School taking over. 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 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 July to 30th September 2018, 464 patients failed to attend various appointments at our 2 surgeries. This is not as high as previous 3 months which was 472.

Complaints and Compliments

- No complaints were discussed at this meeting

Sleaford Car Park

- 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.

Any Other Business

- Marcus appraised everyone present of the way the new extended access appointment system at SMG is working. Appointments bookable via us or out of hours.
- Marcus informed all present that our CCG offices have now relocated from Grantham to Sleaford. They are housed in the NHS Buildings opposite The Agra.
- Marcus advised all present of new Electronic Referral System that has just gone live. Explained that we have been made to use it but it is felt to be a lesser service than previous. Any feedback will be greatly received to be passed back to the CCG.
- Jemma informed all present that we intend on having a Christmas Jumper day again this year and she will email details out nearer the time.
- Jemma updated everyone on the Flu Campaign for this year.
- Malcolm informed those present that unfortunately on a regular basis they are having to turn down requests for transport due to lack of drivers. More drivers are needed and they should be directed to Malcolm personally if interested. Message is on the Jayex Board.
- Mary mentioned that Millview is still not being put into the Heckington magazine. Marcus will endeavour with Maurice to see what can be done.

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 16th January 2019 at 1800.

Practice
Manager

M C Griffen

Practice Manager