

MILLVIEW MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG) MINUTES

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

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

Apologies

Agenda Item

Introductions

The Chairman welcomed everyone to the meeting and general introductions were made. Apologies for absences were made. Peter also welcomed Mrs Dawe and Mr Jenner to the meeting.

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

- **Sleaford Bushes.** Our gardener has now been in and done a tidy up and will keep on top of it during the year.
- Maurice was praised and thanked for his detailed newsletter.

Patients Council

- Peter updated the meeting on a recent meeting he had attended.

Actions

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. We have now spoken to NHSE and are awaiting their reply. WE have included the support received from Parish Council, PPG and Voluntary Car Service.
 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 were discussed from the national survey. Members of the Group agreed to assist in carrying out our own internal one. Date was planned for 5th September. Maurice and Alan to do Heckington and Jane and Jenner will do Sleaford.

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.
- 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 January to 31st March 2018, 542 patients failed to attend various appointments at our 2 surgeries. Although as high as previous 3 months we believe that this may be due to having more availability of appointments.

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 has had a great effect and made parking available to those that need it by keep the shoppers away.

Any Other Business

- Message in a bottle. Marcus informed the meeting about LIONS message in a bottle and wallet. There will now be some bottles on the table in reception at Heckington for patients to help themselves too. If in demand then Marcus will keep it supplied and also look into doing the same for Sleaford.
- Alan Creaser appraised the meeting that at present there is no planning in for more Holdingham houses as of yet. The London Road plan is a 25 year plan.
- Dr Malathy asked if anyone had any information on the newly formed Sleaford

Voluntary Car Service as we are only hearing rumours. Jane Dawe informed us that she would look into this and feed back to us for next meeting.

- Marcus updated all present regards the Sleaford Hub possibility which NHSE would like to house both us and SMG in it. He also appraised everyone of the new planned extended access being looked into.
- Jemma thanked everyone for their help with the NHS 70 birthday coffee morning and she is also looking at arranging another Christmas Jumper Day in December.
- Georgie Beresford advised that as she is heading off to University in September that this will be her last meeting. The group thanked her for her support and wished her well.
- Alison advised Marcus that she has provisionally booked 18th October for Helpringham Lunch Club Flu clinic.

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 17th October 2018 at 1800.

Practice
Manager

M C Griffen

Practice Manager