

MILLVIEW MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG) MINUTES

Date / Time 19th April 2017 - 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
	Jackie Dixon	Receptionist
Millview Patient Representatives	Peter Ward	Chairman
	Alison Bourne	Deputy Chairperson
	Maurice Rushbrook	
	Mrs Christine Robertson	
	Mary Rudkin	
	Joan Wyatt	
	James Wyatt	
	Malcolm Jones	
	Father Michael Bell	

Apologies
 Dr Shrouder Partner
 Mrs Jennifer Charlesworth
 Mrs Mary Bones
 Chris Harrington
 Alan Creaser

Agenda Item	Actions
<p>Introductions</p> <p>The Practice Manager welcomed everyone to the meeting and general introductions were made. Apologies for absences were made.</p>	MG
<p>Health and Safety</p> <p>The Practice Manager gave the mandatory Health & Safety brief.</p>	
<p>Minutes of the Last Meeting</p> <p>The previous minutes of the meeting were read and accepted as a true and accurate record.</p>	
<p>Matters Arising</p> <ul style="list-style-type: none"> Recruit a Patient in the ‘under 25’ Age Category. This remains on-going. Maurice has spoken to St George’s and still heard nothing back. Maurice is still awaiting feedback from Carre’s. Jemma also agreed to speak to some patient’s regards this. 	Maurice Rushbrook/Jemma Sharman
<p>Avoiding Unplanned Admission’s</p> <ul style="list-style-type: none"> On 1st April 2017 this Enhanced Service was terminated. 	

Patients Council

- Peter Ward and Alison Bourne were unfortunately unable to attend the last meeting, however Peter briefed all present on the format and purpose of this group.

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
2. Start up of Millview Community Fund

Newsletter

- Maurice sent his apologies but will start to look at the next newsletter soon.

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 wil co-ordinate this.

Healthwatch

- Nicola was unfortunately unavailable for this meeting.

Care Quality Commission

- No information received for any further visits. Not expecting any for ? 5 years.

Failure to Attend Appointments

- The Practice Manager brought to the attention of all present that from 1st January to 31st March 2017, 443 patients failed to attend various appointments at our 2 surgeries. This is slightly better than previous 3 months where it was 469.
- 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

Police Office

- The Police Office is now actively being utilised for Physio and Community Ultrasound and is getting great feedback from our patients

Any Other Business

- Malcolm Jones informed the audience that if required the car service has access to short term loans of wheelchairs.
- Jemma informed all present that the Surgery will now be hosting Student Nurses through Lincoln University commencing later this year.
- Alison requested that the hand sanitiser be relocated to near the check in screen. It is proving temperamental at present so we will look into acquiring a new one which will be located there.
- Dr Vijayan thanked the group for their continued support of the Practice especially with last years CQC Visit.
- Joan requested if we could look at changing the seating arrangement in the waiting room and look at possibly locating the Jayex and TV screen onto the same wall.
- Marcus updated everyone regards to this years flu campaign and asked to please support the surgery in getting the word out there that Pharmacies are trying to win over patients to do them there.
- The meeting was closed with the Chairman paying respect to the recent passing away of Mr Garrett.

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 12th July 2017 at 1800.

Practice Manager

M C Griffen

Practice Manager