

MILLVIEW MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG) MINUTES

Date / Time 20th March 2019 - 18:00
Location Millview Heckington – Conference Room

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

Agenda Item

Actions

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

- Since the last meeting Maurice Rushbrook has come forward and agreed to take the post of Vice Chairman.

Patients Council

- No correspondence received for a while. Alison and Maurice will be endeavouring to attend the next meeting and feedback to us all.

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 we provide increased car parking. With this in mind we are going to maintain the land and revisit this in early 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. 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 will be having 4 Medical Students starting on 15th July 2019 from Nottingham University as previous years.
- There is the potential of having a Nurse Student in December.

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 January to 28th February 2019, 324 patients failed to attend various appointments at our 2 surgeries. This is lower than the previous 3 months which was 552, however this obviously is out of our flu clinic period.

Complaints and Compliments

- No complaints were discussed at this meeting

Federation/CCG

- Extended Access. The Practice Manager updated everyone on how the Extended Access was working and the difference between it and Extended Hours. The next meeting will be brought forward so everyone is aware of what is happening post 1st July 2019.

Any Other Business

- Dr Vijayan updated all present of the increase in Practice size. It has increased by 6,000 since his arrival. He also thanked the PPG for helping us to adhere to our GP Contract. He also reiterated that other local Practices encounter major delays with getting results and scanning reports out top their patients whereas we always have it done in a timely fashion.
- Malcolm asked if possible to obtain chairs for the waiting rooms with arms on for patients. MG
- Malcolm stated that if needed the car service is willing to donate a wheel chair to the surgery as on numerous occasions it appears that 1 is not enough. MG/MJ
- Malcolm stated that it appears to him and others that reception manning is a problem at present. The concerns were noted and reassured that it has been noticed higher up and is being reviewed.
- Dr Shrouder informed all present that we are looking at getting someone in to do our telephone announcements.
- Jane has noticed that notices on the board over at Sleaford were out of date. She offered to assist by coming in and tidying / updating. Gwen (Nurse) is also looking into all of this at present. MG
- Alison requested that we case the Patients Council for details of next meeting.
- Christine mentioned that the Co-op are pushing patients to go EPS at present. She will bring in the paperwork that she has been given. MG

Date of Next Meeting

- The 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 12th June 2019 at 1800. Practice Manager

M C Griffen

Practice Manager