

# MILLVIEW MEDICAL CENTRE

## PATIENT PARTICIPATION GROUP (PPG) MINUTES

<b>Date / Time</b>	12 <sup>th</sup> June 2019 - 18:00
<b>Location</b>	Millview Heckington – Conference Room

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

<b>Agenda Item</b>	<b>Actions</b>
<p><b>Introductions</b></p> <p>The Chair welcomed everyone to the meeting and general introductions were made. Apologies for absences were made.</p>	
<p><b>Health and Safety</b></p> <p>The Practice Manager gave the mandatory Health &amp; Safety brief.</p>	
<p><b>Minutes of the Last Meeting</b></p> <p>The previous minutes of the meeting were read and accepted as a true and accurate record.</p>	
<p><b>Matters Arising</b></p> <ul style="list-style-type: none"> <li>Chairs with arms. Marcus and Dr Shrouder confirmed that we are still looking out for suitable chairs as requested.</li> </ul>	
<p><b>Patients Council</b></p> <ul style="list-style-type: none"> <li>No correspondence received for a while. Alison and Maurice will be endeavouring to attend the next meeting and feedback to us all.</li> </ul>	
<p><b>PPG and Proposed Improvement Suggestions/Action Plan</b></p> <ul style="list-style-type: none"> <li>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.             <ol style="list-style-type: none"> <li>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</li> </ol> </li> </ul>	

<p>maintain the land and revisit this in early 2019.</p> <ol style="list-style-type: none"> <li>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.</li> <li>3. Patient Survey. It was decided that we would schedule a further survey shortly after we receive the next national survey results.</li> </ol>	
<p><b>Medical and Nursing Students</b></p> <ul style="list-style-type: none"> <li>• Dr Shrouder informed all that we are now taking on aspiring medics. These are year 12 students</li> <li>• This year we will be having 4 medical students in from Nottingham again</li> <li>• A former student is also coming back for a GP taster week soon</li> <li>• Lincoln Medical School opens in September</li> </ul>	
<p><b>Care Quality Commission</b></p> <ul style="list-style-type: none"> <li>• No information received for any further visits. Not expecting any until possibly 2021.</li> </ul>	
<p><b>Failure to Attend Appointments</b></p> <ul style="list-style-type: none"> <li>• The Practice Manager brought to the attention of all present that from 1<sup>st</sup> April to 31<sup>st</sup> May 2019, 317 patients failed to attend various appointments at our 2 surgeries. This is lower than the previous 3 months which was 324.</li> </ul>	
<p><b>Complaints and Compliments</b></p> <ul style="list-style-type: none"> <li>• No complaints were discussed at this meeting</li> </ul>	
<p><b>Federation/CCG</b></p> <ul style="list-style-type: none"> <li>• The new extended access and extended hours was explained by Marcus</li> <li>• The creation of the Primary Care Network (PCN) was explained by Marcus. Millview is joined with Ruskington, SMG, Billingham, Billingham and Ancaster and Caythorpe.</li> <li>• We now have a Primary Care Co-ordinator working for us across both sites. He will mainly be working in the community</li> <li>• We are shortly to be taking on a shared Clinical Pharmacist.</li> </ul>	
<p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>• Work has started to make Millview a Veteran Friendly Practice</li> <li>• Marcus updated all present on the 2019 Flu campaign and that we plan to open up both sites on Saturdays again</li> <li>• Alan asked if we could look into ways of obtaining patients experience of hospital appointments. Advised that this may be better via Healthwatch but could as when doing our PPG audit also.</li> </ul>	
<p><b>Date of Next Meeting</b></p> <ul style="list-style-type: none"> <li>• The Chair thanked everyone for coming to what has been a useful meeting and giving up their time to support the group.</li> <li>• The next meeting was planned for Wednesday 11<sup>th</sup> September at 1800.</li> </ul>	Practice Manager

**M C Griffen**  
**Practice Manager**