

# MILLVIEW MEDICAL CENTRE

## PATIENT PARTICIPATION GROUP (PPG) MINUTES

<b>Date / Time</b>	11 <sup>th</sup> September 2019 - 18:00
<b>Location</b>	Millview Heckington – Conference Room

	<b>Name</b>	<b>Role</b>
<b>Millview Staff</b>	Marcus Griffen Dr Vijayan Dr Malathy Dr Shrouder Clare Shrouder	Practice Manager Partner Partner Partner
<b>Millview Patient Representatives</b>	Alison Bourne Maurice Rushbrook Malcolm Jones Christine Robertson Jenner Elber-Porter Jane Dawe Maurice Rushbrook	Chairperson
<b>Apologies</b>	Alan Creaser Jackie Dixon Michelle Rushen Peter Ward Mary Bones Mary Rudkin 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 confirmed that the order is now in for these chairs and delivery is due soon.</li> </ul>	MG
<p><b>Patients Council</b></p> <ul style="list-style-type: none"> <li>Last meeting not attended as only given 24hours notice of the meeting. MG to approach CCG to ensure adequate notice in future.</li> </ul>	MG
<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 maintain the land and revisit this in early 2020.</li> </ol> </li> </ul>	

<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 Chair commented that this has vastly improved.</li> <li>3. Patient Survey. National GP Survey results now in and discussed. Agreed that a few members would assist with our own in house survey same as last year using some questions from survey as well as Friends and Family. Date planned for 10<sup>th</sup> October.</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>• Lincoln Medical School students will start attending Millview from January 2020.</li> </ul>	
<p><b>Care Quality Commission</b></p> <ul style="list-style-type: none"> <li>• Informed all present that we are expecting a visit very soon which will be a targeted inspection. A brief discussion was held about the reasons behind this inspection. The PPG agreed that they would be interested in attending for the inspection in order to support the Practice.</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> June to 31<sup>st</sup> August 2019, 451 patients failed to attend various appointments at our 2 surgeries. Breakdown was 200 Heckington and 251 Sleaford – disappointing as less clinics are held in Sleaford due to room availability. This is on par with the previous 2 months which was 317.</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 at SMG is now including ear syringing.</li> <li>• Dr Vijayan explained in more depth the creation of the Primary Care Network (PCN). Millview is joined with Ruskington, SMG, Billingham, Billingham and Ancaster and Caythorpe.</li> <li>• The continuing roll of our Practice Care Co-ordinator was discussed. This is proving to be a great asset to the Practice and our Patients alike.</li> <li>• Our shared Clinical Pharmacist has now started work with us. She is shared between Billingham and ourselves and will look after various Medical and Medication Reviews. She will also become a Prescriber next year.</li> </ul>	
<p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>• 2019 Flu campaign was briefly discussed. We are aiming at having both sites open for 2 to 3 weekends to cover the majority of the campaign alleviating the pressure on weekday appointments.</li> <li>• It was agreed that we should look into getting another younger member to join the group. MG would approach Carres as his son is now a Prefect there.</li> <li>• Jayne Dawe thanked the surgery for allowing the Dementia pop up being allowed to be displayed in Sleaford. MG confirmed that he was happy for this to happen at Heckington in the future also.</li> <li>• Dr Vijayan thanked the PPG for their continued support to the Practice.</li> </ul>	MG
<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 27<sup>th</sup> November at 1800.</li> </ul>	Practice Manager

**Practice Manager**