

MILLVIEW MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG) MINUTES

Date / Time	27 th November 2019 - 18:00
Location	Millview Heckington – Conference Room

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

Agenda Item	Actions
Introductions The 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 <ul style="list-style-type: none"> • Chairs with arms have now been delivered and shared across both sites. 	
Patients Council <ul style="list-style-type: none"> • The next meeting has been cancelled due to the election. 	
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. <ol style="list-style-type: none"> 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 2020. 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 continues to improve at present. 3. Patient Survey. National GP Survey results now in and discussed. 	

Marcus thanked PPG for assistance in doing our own audit and shared the results.	
Medical and Nursing Students <ul style="list-style-type: none"> • Dr Shrouder informed all that we are now taking on aspiring medics. These are year 12 students • Next year there will no longer be any Nottingham Medical Students due to the phased start of Lincoln University. • Lincoln Medical School students will start attending Millview from January 2020 with 2 at a time for 1 day. 	
Care Quality Commission <ul style="list-style-type: none"> • The Partners and Marcus thanked the Group for their help with the recent Inspection. The report will be out in the near future but we have been informed that it is not going to be a good read. The main reason being that the changes in Dispensary have not been embedded long enough. Update at next meeting. 	
Failure to Attend Appointments <ul style="list-style-type: none"> • The Practice Manager brought to the attention of all present that from 1st September to 27th November 2019, 553 patients failed to attend various appointments at our 2 surgeries. Breakdown was 275 Heckington and 278 Sleaford. Jackie suggested that we consider doing on day reminders to patients as it is working with the nurses. Jackie will look into this. 	Jackie/Michelle
Complaints and Compliments <ul style="list-style-type: none"> • No complaints were discussed at this meeting 	
Federation/CCG <ul style="list-style-type: none"> • Extended access at SMG continues and is being well utilised by all local surgeries. • Primary Care Network is up and running. This year it is looking after each surgeries extended hours. • Care co-ordinator continues to thrive. It is hoped that Kai will come along to the next meeting to explain his role personally and meet the group. • Clinical pharmacist is now well bedded into the surgery and is assisting with all med reviews. • Electronic consulting discussed. At present we are looking only at doing Q Doctor which is similar to Skype calling. 	
Any Other Business <ul style="list-style-type: none"> • 2019 Flu Campaign has gone really well and we well under way to completing the vast majority prior to Christmas. Having the care co-ordinator on board has greatly assisted. Due to extra weekends we have ended up cancelling lunch clubs as most already been done. • Due to a recent risk assessment carried out by Dr Shrouder we have ceased to have Helpringham Post Office as a collection point. • Dr Vijayan advised all present of their plans to retire in 2020. They plan to finish on 31st July 2020. They thanked everyone present for their support during their partnership. • On Friday 13th December we will have our annual Christmas Jumper Day. • Jenner mentioned the lack of chairs over at Sleaford. Marcus assured the group that he will investigate ASAP. 	MG
Date of Next Meeting <ul style="list-style-type: none"> • 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 26th February 2020 at 1800. 	Practice Manager

M C Griffen

Practice Manager

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