

# MILLVIEW MEDICAL CENTRE

## PATIENT PARTICIPATION GROUP (PPG) MINUTES

<b>Date / Time</b>	5 <sup>th</sup> May 2021 - 18:00
<b>Location</b>	Millview Heckington – Conference Room

	<b>Name</b>	<b>Role</b>
<b>Millview Staff</b>	Dr Shrouder Dr Kasinathan Marcus Griffen Clare Shrouder Michelle Rushen Gwen Murgatroyd	
<b>Millview Patient Representatives</b>	Alison Bourne Maurice Rushbrook Mary Rudkin Jenner Elber-Porter Jane Dawe Alan Creaser	
<b>Apologies</b>	Malcom Jones OBE Jackie Dixon	

<b>Agenda Item</b>	<b>Actions</b>
<p><b>Introductions</b> The Chair welcomed everyone to the meeting and general introductions were made. Apologies for absences were made.</p>	
<p><b>Health and Safety</b> The Practice Manager gave the mandatory Health &amp; Safety brief.</p> <ol style="list-style-type: none"> <li>1. The Practice Manager informed all about the Community AED on the Old Police Station</li> <li>2. The Practice manager informed all that we now have full H&amp;S External Advice from a professional body.</li> </ol>	
<p><b>Minutes of the Last Meeting</b> 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 have now been delivered and shared across both sites.</li> </ul>	
<p><b>Partners and Practice Manager</b></p> <ol style="list-style-type: none"> <li>1. The Partners updated the room on the plan going forward from their side.</li> <li>2. Dr Shrouder informed all present of a planned Facebook Q &amp; A evening</li> <li>3. We updated the room on last years Flu campaign and plans for this year going forward.</li> <li>4. Minor Surgery is now back up and running in house on a Wednesday morning being carried out by Dr Revu</li> <li>5. We now have external advice available on HR from a professional body.</li> <li>6. The Partners updated everyone present on the present Covid situation.</li> <li>7. Feedback was given two way on Ask My GP.</li> </ol>	
<p><b>Patients Council</b></p> <ul style="list-style-type: none"> <li>• Neither the Chair or Deputy had been in attendance at any.</li> </ul>	

<p><b>PPG and Proposed Improvement Suggestions/Action Plan</b></p> <p>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.</p> <ol style="list-style-type: none"> <li>1. New car park. This will be started in the New Year. Held up due to builder demand.</li> <li>2. Confidentiality. The Chair expressed that due to minimal patients in the waiting room and the addition of the screens at reception she had not noticed any further problems when on site.</li> <li>3. Patient Survey. It was decided to revisit this again in the future.</li> <li>4. New members. It was decided to pop a question on the next questionnaire.</li> <li>5. Newsletter. Maurice has again provided us with a fabulous newsletter. He was thanked by all present.</li> </ol>	
<p><b>Medical and Nursing Students</b></p> <ul style="list-style-type: none"> <li>• During Covid one of our Medical Students was awarded best audit during her time with us.</li> <li>• We are continuing with Student Paramedics, Nurses, Medical Students and Nursing Associates on placements.</li> </ul>	
<p><b>Care Quality Commission</b></p> <ul style="list-style-type: none"> <li>• The Partners and Marcus thanked the Group for their help with the recent Inspection. We are please to report that we are now back at Good.</li> </ul>	
<p><b>Failure to Attend Appointments</b></p> <ul style="list-style-type: none"> <li>• DNA's have dropped off drastically due to Covid however they are gradually trickling back in with the nurses appointments.</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 Practice Manager and Partners updated all present on the new digitalisation that has happened over the last 12 months – Electronic Prescribing and Ask My GP.</li> <li>• We now have access to 2 Community Paramedics.</li> </ul>	
<p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>• The Chair thanked the Practice and everyone present</li> <li>• Jane thanked the Surgery for carrying on throughout the pandemic.</li> <li>• Jenner made a suggestion of a photo board for reception of all staff. The Partners and Practice Manager would investigate in the future.</li> <li>• Alan also thanked the surgery for everything over the last year.</li> <li>• Mary expressed how brilliant the new electronic prescription was.</li> <li>• Dr Shrouder informed all that we are pushing for a full on line service going forward.</li> <li>• The Practice Manager displayed in graphics how many different types of appointments etc had been carried out between 1<sup>st</sup> March and 31<sup>st</sup> August. 16,376 Ask My GP requests which turned into 11,983 Face to Face appointments and 3616 telephone consultations.</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 will be looked into for August 2021.</li> </ul>	Practice Manager

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