

MILLVIEW MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG) MINUTES

Date / Time	Wednesday 1 st June 2022 - 18:00
Location	Millview Heckington – Conference Room

	Name	Role
Millview Staff	Dr Shrouder Marcus Griffen Clare Shrouder Kai Brownhill	
Millview Patient Representatives	Alison Bourne Maurice Rushbrook Jenner Elber-Porter Christine Robertson Robert Wallbank Malcom Jones OBE Jane Dawe Jeff Harwood	
Apologies	Dr Kasinathan Gwen Murgatroyd Michelle Rushen Mary Rudkin Alan Creaser Cat Bones	

Agenda Item	Actions
Introductions The Chair welcomed everyone to the meeting and general introductions were made. Robert Wallbank was welcomed to his first meeting. 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"> • Nil 	
Partners and Practice Manager <ol style="list-style-type: none"> 1. Dr Shrouder advised all present that Dr Revu is now in as a Partner. 2. Dr Shrouder advised that Dr Gaddam will be taking up a Salaried GP position later in the year. 3. Our new way of using Ask My GP is proving a success and majority of patients are being seen the same day. 4. It has been agreed to delay the next Facebook Q and A session. 5. Building redevelopment is now nearing completion. 6. Porta cabins are now in situ and in use. 7. Cavell project for Sleaford is still progressing but no recent updates forthcoming. 8. We have now started looking into extending the Old police Station. 9. Marcus informed the group that he has handed in his notice and is leaving on 31st August 2022. 	
Patients Council <ul style="list-style-type: none"> • Neither the Chair or Deputy had been in attendance or have received any 	

updates.	
<p>PPG and Proposed Improvement Suggestions/Action Plan</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"> 1. New car park. As this is now being sorted we will change this to Police Station extension. 2. New members. It was decided to pop a question on the next questionnaire. 3. Dr Shouder discussed possibly setting up a splinter group whereby the PPG met on their own and then brought items to this meeting. 4. Newsletter. Maurice agreed to sort out a Summer Newsletter and it was decided that as all staff pictures are already on the website that just names should be in Newsletter. 5. Dr Shrouder also requested that we could look to put PPG pictures onto the website. 	
<p>Medical and Nursing Students</p> <ul style="list-style-type: none"> • We are continuing with Student Paramedics, Nurses, Medical Students and Nursing Associates on placements. 	
<p>Care Quality Commission</p> <ul style="list-style-type: none"> • No further planned inspections at present and new monthly checks by CQC have not caused us to receive any communication so far. 	
<p>Failure to Attend Appointments</p> <ul style="list-style-type: none"> • Between 1st September and 30th November 2021 we have had 422 DNA's. 254 from Heckington and 168 from Sleaford. • Between 1st February and 30th April we have had 459 DNA's. 265 from Heckington and 194 from Sleaford. 	
<p>Complaints and Compliments</p> <ul style="list-style-type: none"> • No complaints were discussed at this meeting 	
<p>Federation/CCG</p> <ul style="list-style-type: none"> • The Practice Manager, Partners and Kai Brownhill updated all present on everything that is being provided at present by the Federation / PCN: <ol style="list-style-type: none"> 1. Extended Access 2. Care Co-ordinator 3. Clinical Pharmacist and Pharmacy Technicians 4. Electronic Consulting 5. Electronic Prescribing 6. Social Prescribing 7. Paramedics 	
<p>Any Other Business</p> <ul style="list-style-type: none"> • The Chair thanked the Practice and everyone present • It was requested that the correct numbers be given out for voluntary car service ie Sleaford for Sleaford and Heckington for Heckington and surrounding villages. • Robert Wallbank to have a badge ordered • Robert Wallbank spoke about Charter one of the stoma suppliers. His issue has moved on and Dispensary are assisting. • Jane Dawe thanks the surgery for helping her friend out. Sorted by Jackie and Katherine. • Kai mentioned about our up and coming Cricket match. 	
<p>Date of Next Meeting</p> <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 will be 17th August 2022. 	Practice Manager

M C Griffen
Practice Manager