OLMC

Old Leake Medical Centre

**PATIENT PRACTICE GROUP (PPG) MEETING**

**16th September 2015**

Minutes of the meeting held on the 16th September 2015 at OLMC.

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| **Present:**  |  |
| Mrs. R Bell RB | Practice Manager |
| Mrs. J Lote JL | Dispensary Manager |
| Mrs. N Evison NE | PPG Chair |
| Mrs. S Martin SM | PPG Vice Chair |
| Miss. P Smolenaars PM | PPG Member |
| Mr. A Clark AC | PPG Member |
| Mrs. J Albon-Smith JAS | PPG Member |
| Mr G Chilton GC | PPG Member |
| Mr. M Jaques MJ | PPG Member |

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|  | **Item** | **Action** |
| **1.** | **Apologies:**Apologies were received from Mrs. F Grant, Mr. S Maud and Mr. M Caukwell |  |
| **2.** | **Approval of previous minutes of 15.07.15:**The minutes of the previous meeting of the 15th July were approved. |  |
| **3.** | **Matters arising:**RB confirmed that the BP pod had been removed. However, it was noticed that the height measure was still on the wall. | RB to arrange for this to be removed. |
| **4.** | **Summary of 2014/15 Noreen Evison:**NE provided a summary of 2014/2015 to the group. Please see the attached report for more information. |  |
| **5.** | **Election of Chairperson and Vice Chairperson:**RB announced that the votes had been received for the Chair and vice chair position. It was decided by the Committee Members that Mrs Sally Martin will take over as Chairperson and Mr M Jaques will take over as vice chairperson.RB thanked NE for all of her help and hard work as Chairperson, and along with all members of the group hoped that she would continue attending the meeting as a member of the PPG.  |  |
| **6.** | **Annual Flu Clinics:**JL updated the group on the plans for this year’s flu clinics, the clinics will be held on 3 Saturdays in October. The 3rd, 10th and 17th.Eligible patients will be invited by letter. Carers are eligible for a vaccination but if they have not informed the practice they will not have been invited. |  |
| **7.** | **Educational Evening Event update:**The evening education event due to be held on Monday 21st September is ‘Know about Stroke’ MJ asked if Chris still has the list of email addresses of people who attended the last meeting who were happy to be contacted.Tea, coffee and biscuits will be supplied by members of the PPGMJ offered to arrive early to ensure all the signs are put out ready for 6:30pm start.It was suggested that Radio Lincolnshire may be able to advertise our events free of charge. | RB will ask Chris if he has a list of email addresses.RB will make contact to find out what they can offer |
| **8.** | **Infrastructure Improvement Fund update:**RB reported that the plans should be ready for planning submission next week subject to the partners’ final approval.The architects have come across a minor issue with the land ownership boundary.There is a segment of land adjacent to where we are locating the new Dispensary entrance which means we will have to reduce this entrance to be within the boundary.It seems very strange that this piece of land is outside our ownership. The architects have suggested that we contact the Council who presumably own this bit of land, to see if it could be transferred into our ownership. | MJ offered to contact Boston Borough Council to see if he could find out any information about the piece of land |
| **9.** | **Friends and Family Update:**RB gave feedback on the friends and family test, this questionnaire patients are asked to complete when they have visited the surgery. They are asked if they would recommend the surgery to friends or family. They are also asked:1. What is liked most
2. What is liked least

The feedback has been collated into the following groups:1. Surroundings (including car park)
2. Staff
3. Reception (including appointments)
4. Dispensary
5. Reception and Dispensary
6. Doctors and Nurses
7. Other

Negative comments included patients being unable to get an appointment, long waiting times, no parking, ignored at the reception desk and 5 days to get a prescription.Positive comments included helpful staff, easy access to appointments, excellent surgery, listened to by Doctors and ProfessionalIt was noted that patient demand may increase once the new building has been completed as patients may expect more staff and a better service. |  |
| **10.** | **Patient Council meeting:**RB apologised as she did not have an update regarding the patient council meeting |  |
| **11.** | **Christmas 2015:**A discussion took place regarding this year’s annual Christmas fund raising event. Each year the members of the PPG and the practice hold a Christmas quiz, however it has been commented that the quiz has been quite difficult. The group felt it was time for a change. RB suggested a local treasure hunt using a map of the area and marking out squares for £1. The Christmas hamper could be ‘hidden’ in one of the squares.It was greed that this was a good idea and less time-consuming than a quiz. The group could bring the treasure hunt to the flu clinics and any other local functions. | SM agreed to sort out the map and liaise with other members of the groupJAS will ask at the art group for a MapSM agreed to organise volunteers for the flu clinics |
| **12.** | **Any Other Business:****Terms of Reference**RB asked the group to approve the terms of reference as these should be approved at each annual general meeting. The copy RB had were last reviewed in September 2013. All members were happy with the content; however the subject of Finance needed reviewing.**Annual General Meeting**RB informed the group the Lincolnshire East Clinical Commissioning Group Annual Public Meeting is due to be held on Thursday 24th September at 6pm – Franklin Hall, Spilsby. All Welcome**Booking in Screen – Out of Order**It was highlighted that when the booking in screen is out of order could a sign be sign be displayed in reception to inform patients as there is often a long queue of patients waiting to check in.RB acknowledged that this can often cause a problem and have an effect of the queue but we only have 2 receptionists, one is answering the telephone and the other is dealing with patients in the queue. These patients are checking in, waiting for prescriptions and wanting to book appointments and deal with queries.RB stated that once the Dispensary moves the problem with the reception and the queue will be resolved. **Dispensing Patients**GC asked why a patient who has registered with the practice cannot be assigned as a dispensing patient. JL stated that the dispensing rules are set out by NHS England and not the practice. If a patient lives within 1.6km of a pharmacy then they cannot be registered as a dispensing patient. |  |
| **13.** | **Date of the next meeting:**The date of the next meeting will be on the 11th November at 2pm.The meeting closed at 3:45pm. |  |