

Newbold Verdon Medical Practice & Market Bosworth Surgery PPG

Minutes of the Meeting held on 21.9.2017

At Newbold Verdon Baptist Church 1 pm

- 1. Apologies:** Rachel Cox, Debbie Alway, Carmen, Terry Spence, Janet Story, Cath Jamieson

Attendees: Ann Clay (Chair) Peter Dowell, Joyce Crooks, Mandy Amin, Wendy Deacon, Sheila Beech, , Grizelda Hargreaves, Sarah Peasgood (Receptionist), Rebecca Bowler (Practice Manager)

- 2. Minutes of the last meeting:** agreed to be a true record
- 3. Matters Arising:** Joyce advised a quick update on the neighbourhood plan – they are coming to the stage of writing up policies then it will be out for consultation.

It was asked how the meeting with MB chemist went – Becky advised they had an open and honest meeting that went a lot better than expected, there is another meeting planned for sometime in November.

- 4. Treasurers Report:** There is £3189.35 in the account. Debbie has been given £140.00 for the hampers and Sheila is just waiting on receipts. The room hire for the two PPG meetings is outstanding – it was suggested a £10.00 donation for each meeting.
- 5. John Coghlan – Local Area Co-ordinator** Subject to John applying for and being offered his current job he will now be a permant fixture due to longterm funding from Public Health. As detailed in the previous meeting with John, his aim is to help people before they fall into a crisis. One of his successes is his work with Age UK, together they have set up a fortnightly group called Forget Me Not for people and families with memory loss, dementia etc, they meet up in Desford and then Newbold Verdon every fortnight. This has been very successful. He is able to assist people in various ways be it helping someone through a divorce, sorting out the installation of a shower or just signposting people to relevant places.
The next step for John is to meet with Dr Morris, Dr Benton, Dr Spaul and Sharon Statham. Unfortunatly, there is nothing similar to this service in Market Bosworth.

John mentioned he is a member of the PPG at the Desford Surgery and confirmed his presence over recent months and been hugely beneficial. It was agreed this was definitely a good idea and John agreed to join our PPG.

6&7. 10 Ways to Get The Best From Your GP & Advanced Nurse Practitioner

Appointments Becky handed out a document which detailed 10 ways to get the best from your Clinician. We all agreed it was an informative document and that this would be shared with our patients. It was agreed to try and put it in the Practice newsletter, local magazines and an A3 poster for the waiting room.

Grizelda mentioned that some patients still do not like sharing their ailment with the Receptionists particularly when reporting to reception and in front of other patients. Becky advised that in the future, subject to approval from the Partners, patients ringing/requesting an urgent on the day appointment will automatically be given an appointment with an ANP subject to special exceptions such as under 5 or mental health problems.

There was concern that people who do not attend the Practice regularly will not be aware of this system, it was agreed we would hand out the ANP leaflet on flu day and include it in new patient registration pack.

8. Flu Rota Becky handed out the current rota and asked for any more volunteers.

Grizelda requested we be prepared on flu day with raffle tickets, plenty of change and a box to put any completed questionnaires in. We hope to promote the ANP appointments, online access and the 10 ways to get the best out of your GP.

9. A.O.B Christmas Party – Wendy has booked the Methodist Hall for 7th December 2.00-4.00 at a cost of £12 for the first hour and then £6.00 per hour thereafter, to use the kitchen it is an extra £5.00.

The ukulele group will come along 3.00-4.00 and there will be no charge. DA will contact the school to see if they have a singing group who could come and sing some carols for us.

Debbie and John will work together to sort a list on invitees.

10. Date & Time of Next Meeting:

Thursday 16th November 2017, at 1.00pm

Signed as a true record.....Date.....