

Newbold Verdon Medical Practice & Market Bosworth Surgery PPG

Minutes of the Meeting held on 23.11.2017

At Newbold Verdon Baptist Church 1 pm

- 1. Apologies:** Carmen, Janet Story, Cath Jamieson, Mandy Amin, Joyce Crooks, Christine Geoghan

During this section of the meeting, RB confirmed she had received Rachel Cox's resignation due to a job change and increase in hours.

Attendees: Ann Clay (Chair), Peter Dowell, Wendy Deacon, Sheila Beech, Grizelda Hargreaves, Terry Spence, John Coghlan, Sarah Peasgood (Receptionist), Debbie Always (Receptionist) Rebecca Bowler (Practice Manager)

- 2. Minutes of the last meeting:** agreed to be a true record

- 3. Matters Arising:** None

- 4. Treasurers Report:** SB confirmed a balance of £4243.86 in the account, of which £1054.52 was raised between both surgeries during the month of November when we ran the raffle.

The room rental remains outstanding to the Baptist Church, but RB feels this should be paid for by the Surgery and not the PPG. RB will arrange payment. The Christmas party costs need to be deducted from the amount in the bank, along with any outstanding costs owed for the baking of cakes. Once the final balance is confirmed the PPG need to devise a 'wish list' of those items patients will benefit from.

Grizelda advised the wheelchairs at the surgery are not in the best shape and wondered if these could be replaced? From past experience RB advised the surgery cannot guarantee they would be well looked after when loaned out and would rather we didn't use the money for this.

JC suggested we use the money to pay for private group sessions i.e., Tai Chi, Mindfulness, seated exercise etc or target a different age group i.e. 30-50 year olds. RB advised we could look at pre-diabetic patients and try to educate them re life style and healthy eating. RB confirmed slimming world has proven to be successful with a few patients.

Ann suggested we add this item to the January agenda to discuss in more detail.

5&6. Results of the PPG 'flu day' raffle and Patient Satisfaction Survey. A total of £1054.52 was raised and plenty of help from the PPG was received in surgery on the

flu days. GH felt the Saturday morning flu clinics ran a lot smoother this year than in previous years.

The Surgery included a lot of information within the initial flu invite letter such as how to apply for online access and the relevant forms to be completed giving consent to enhanced summary care records.

RB circulated the results of the survey and asked for suggestions on how all the comments received should be shared. It was suggested we design a poster with the comments in speech bubbles. 97% of the comments received were positive and in general the negative comments referred to lack of parking and not being able to see the GP of choice on the day. It was highlighted that the majority of the surveys were completed by the older generation as it was mainly the over 65's who attended for their flu vaccination. The members agreed it would be interesting to hear the views of our younger patient population. It was asked if we could do this by technology means i.e. through text messaging or e-mails as it was felt many would reply to these methods. RB agreed and as one of the surgery's initiatives over the next 12 months we need to ensure we have all patients up to date contact numbers and advised the receptionists are checking contact numbers with patients as they come into contact with them.

Rebecca is putting together a Practice Newsletter which will include the results of the survey and a few of the comments received. A copy of the handout '10 ways to get the best from your GP' will also be attached to the Newsletter.

7 Christmas PPG Party.

The Methodist church in Newbold Verdon is booked for the 7th December 1.30-4.00. The party is from 2.00-4.00.

The cost is £12 for the 1st hour and then £6.00 per hour thereafter with an additional cost of £5.00 for hire of the kitchen.

The ukulele group will play 2.30-3.00 and children from Newbold Verdon School will come to sing and play musical instruments, they will also bake cakes and help out with the party.

Peter has agreed to be Santa and hand out cakes made by Barbara to the guests. Volunteers for this are Debbie, Sarah, Grizelda, Ann, Terry, Sheila, Helen Bassnett and John.

- 8. Healthy Eating.** Terry again told us the benefits he has had as a result of taking probiotics and ensuring he eats pro-biotic foods to ensure he has a healthy gut. If you have a healthy gut you apparently don't crave junk food. He is happy to share his extensive knowledge to us or a group.

9. **A.O.B** Pete advised he'd heard that Jitu had sold his Chemist to the owner of the Chemist in Desford. Rebecca confirmed this was correct and advised Jitu would still be working there on a locum basis.

It was asked if Market Bosworth Chemist was any better? Sarah advised there were some ongoing issues and a further meeting between the Practice and the Chemist would be arranged.

Debbie advised she would draw up a list of people who needed lifts for the party. John advised there are plans to start up a Good Neighbour scheme in Newbold Verdon, he will send details of this to the PPG members.

Ann advised she attended the PPG meeting at Beaumont Leys and met a lady from the PPG in Desford who has 2 school age members, John advised they were great children and it was agreed we would like to try and get some school aged members onto our PPG. However, Desford PPG meetings are at 6.30pm and as our meetings are held at 1.00pm, it was thought this may prove difficult.

10. **Date & Time of Next Meeting: 18th January 1.00 at the Baptist Church**

The meeting closed at 2.20

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