

**Minutes of the Belvoir Vale and Welby Practice Joint Patient Practice Group
(PPG) meeting Wednesday 25th January 2017.**

PPG In attendance

J Slater (JS) Chair
D Pritchett (DP) Secretary
Sue Creasey
M Duff
R Sleaford
D Frankish
J Brothwood
C Smith
A Cartlidge

**Practice Representatives
in attendance**

Dr James Thompson
Karen Brewster
Susan Walters

Apologies

Mr and Mrs Pizzey
Mrs Worley
R Talbott
J Evans
S Galpin
G Smith
M Griffiths
K Goodwin
M Roberts

Practice update

Dr Thompson was welcomed and he gave an update. Dr Thompson is now the lead partner of the Welby and the Belvoir Vale Practices and the process of obtaining merger approval from the CCG and NHS England is underway. Part of the process involves patient consultation and he sees the PPG playing a key part in this. Dr Thompson has also become lead partner for the Swingbridge Surgery, Swingbridge Road, Grantham with a view to merging in the future. The 3 practices will create a viable number of patients for the long term. He hopes to minimise duplication across the practices, creating efficiencies to support front line services, especially helping to recruit and retain GPs and surgery staff in the context of GP shortages.

Presentation by Specsavers re new hearing service

Two staff from Specsavers Grantham attended the meeting to give information on their new NHS hearing service for the over 50's. Specsavers have been added to the existing list of NHS service providers. The Specsavers' service is available for patients over the age of 50 to choose as an alternative to the hospital service only after GP referral.

Conflicts of Interest

It was suggested this could be carried forward to the next meeting.

Minutes of the December 2016 meeting and matters arising

The minutes were accepted as a true record. JS said she would include a link to the results of the over the counter medicines consultation survey mentioned in the minutes.

<http://southwestlincolnshireccg.nhs.uk/your-health-services/over-the-counter>

Practice feedback

Practice staff from the Belvoir Vale Surgery attended and gave feedback on customer comments and missed appointments known as 'did not attend' (DNA).

Only one Friends and Family feedback was received and it was positive.

50 appointments were not attended in December 2016 (GP and nurse) and from January 2017 to date 34 DNAs. It is too early to consider the impact of text reminders. Patients are reminded to ensure the practices have their latest mobile phone numbers and complete a consent form for text reminders about appointments.

JS said she had tested the feedback facility on the website located on the "contact us" page.

DP and MD commented that the friends and family feedback on the notice board at the Welby Surgery was mixed. It was requested that there is feedback from both practices at future meetings.

Adverse feedback on the admin at the local pharmacy was raised. All pharmacy feedback needs be given direct to the pharmacy.

Patient Council Report

JS & SC reported back from the recent meeting. The Health Protection team gave a presentation and said they were to focus on preventing e-coli in 2017. There was also a presentation from the Lincolnshire Community Health Services outlining their strategy and use of a centralised operations centre. JS & SC to circulate any information received relating to the group.

AOB

None

Dates of next meetings (all Belvoir Vale Surgery 1 p.m.)

26th April 2017

26th July 2017

25th October 2017