

“Together with the Practice, striving for excellence”



Patient Participation Group

Wednesday 9th October 2019

6.30pm – 20.00pm

Health Education Room – Ampthill Health Centre

Minutes of meeting

Present: Ted, Joan, Ann, Nicky, Elizabeth, Brian, John, Karen, Colin.

Surgery Staff: Dawn.

1. Welcome/Introductions/Apologies.
 - Apologies. Caroline, Jeremy.
2. Social Prescribing. Postponed due to Kate Ellis illness.

Action 09101901. Ted to re arrange.

3. Minutes of Last Meeting 5th June 2019 (Actions).

Action 0703201801. Patient representation of IT Problems. Ted

Due to re-organisation no current forum to discuss this issue. Initial point of contact is the practice manager. Dawn suggested we have this as an item on the agenda. **Action Closed.**

Action 01160119. Jeremy to provide template for guide to the perplexed.

No progress on this. **Action Closed.**

Action 01170517 Houghton Lodge Re development (Jack & Jill Nursery relocation) Ampthill Day Care Centre and surrounding area. Ted/Dawn. No further info on this. Demolition notice has been in circulation, but no formal notice to surgery.

4. PPG Bank Account. Ted. No changes to current balance (£574.68)
5. Surgery Update. Dawn
 - Staff update. –
Jeanette is back at work after 3 months off sick. On a phased return for two weeks. Trying to cover with existing staff has been onerous and in future extra staff maybe required to support this situation.
Dr Shortland – Discussed but content not minuted
Dr Ifould return – will be leaving in End February. Recruitment of new doctor will be instigated.
 - Rooms - From 1st November Room 1 (the bigger room off Oliver Street waiting room) is available to be used by Oliver Street and Greensand Surgery. It has

been agreed 6 sessions each including Room 1 on a Thursday. This frees up a consulting room on a Tuesday and Thursday. Allana will be asked to use Dr Shortland room from mid-November. Room 1 possible needs crouch, light, desk etc. and costs will have to be shared across both practices

- CQC telephone review – CQC has changed slightly and they will be doing yearly telephone calls to practice, this may or may not trigger a focus review. They will continue to do 5 yearly visits. We had our telephone call on Tuesday, this went well and we should hear within a month if we are having a visit. A visit is due anyway by November 2020
 - Primary Care Network (Hillton) – Greensands, Houghton Close & Barton. Early days but going well. A discussion took place on the makeup of the PCN. Social prescriber should start November.
 - Did Not Attend (DNA).

Jul-19	72	906
Aug-19	47	607
Sep-19	88	986

flu clinics
The Text message service seems to be improving DNA rates.
 - Patient suggestion box. Could newsletter be made simpler and easier to read.
6. BLMK (STP) Update Ted. Not able to get an update. Post Meeting. At the Bedfordshire CCG AGM on 19/09/19 it was stated that 2021 was a date for the implementation plan under the NHS long Term Plan.
 7. WMB LPPG feedback. Ted. No minutes available as due to a move they got lost. I raised the issues I had from my notes of the previous meeting and it appears no actions had been taken. I raised again the issue of the Hub, a report is around but who is dealing with it!, I raised issue of where PPG fit into the PCN structure. No thoughts were forthcoming. This all seemed to be put together in haste. A presentation was given by Jim Patrick who was running a scheme o helping people to be able to return to work. This is the last meeting of the WMB LPPG.
 8. Primary Care Network (PCN) & PPG's. I have sent an Email to Gill Hiscox and she will raise the issue and let me know of progress. Extended hours was discussed and is in place. Ideally appointments should be online, this is being investigated. Wixams Retirement Village is not within our boundary and comes under Bedford. Wixams is not a care home.
 9. Next Meeting Date Wednesday 4th December 2019.
 10. Future Meeting Dates. Ted to propose at next meeting.
 11. A.O.B. Are new signs required for the new room? Dawn said patients would be collected by the practitioner from the waiting room.

The Chairman of the Wilstead Parish council had said in discussions with Gallagher the Wixams developer the chances of a surgery being built was nil. Dawn said it was in the CCG forward plan. A structure needs to be built before interested parties can be called for.

Compliments and praise for staff, pharmacist & Reception staff.

Flu clinic was a fantastic success, thanks to all who helped.

GP Survey to be discussed at next meeting.