

Beacon Medical Practice

Meeting Minutes

Reference:	Patient Participation Group
Date:	23 rd November 2016
Time Commenced:	14.00
Time Concluded:	15.00

People Present:	
	Marigold Chisnall
	Leonard Hemmingway
	Ann Bliss
	Susan Carey
	Ian Bradbury
	Eddie Gasson
	Mickaela Crane
	Cathy Brockwell
Apologies:	Vicki Coggins-Hudson
	Paula Chapman
	Richard Roe
	Theresa Tansley
	Dr Bola Taiwo
	Nick Hutchinson

Initials	Notes
MCh	Welcomed everyone to the meeting.
	Commented that MC and RR had recently met with the standard reporter and that the article regarding LEHL will be in the standard shortly.
	Discussion re television screens
MCr	Advised that the screens were currently awaiting discussion at a staff meeting during December/January – once staff views had been sought the screens would be updated. In the meantime the screens would be switched off completely.
MCh	Discussed whether or not that this would be the most convenient Wednesday of the month to meet – possibility of changing it – need views of all members.
LH	Apologised for missing the previous meeting, was stuck in traffic on the A52. EG confirmed he too got stuck in traffic.
MCh	Commented on the new chemotherapy service held every Friday at Skegness Hospital – there is a possibility of the service being carried out in Louth in the New Year. The vans cost £5000 per year to run – leaflet was passed around.
MCh	Discussed shared care and asked if there would be a representative from the practice on the 05.12.2016 at the chapel residents meeting as issues are still being raised with hospital watch. Also queried whether all patients affected had been informed.
CB	Advised all letters had been sent out and that patients must contact the CCG or PALS – we have done everything now within our remit. Also confirmed there would be a representative at the meeting.
IB	Asked if the health ombudsman had been contacted
MCh	Not that we are aware of – further discussion re shared care

Version 2.0

This is not a verbatim account of the meeting but how the note taker perceived the meeting

	Members of Skegness Hospital Watch had been having difficulty getting through to Cathy
CB	Advised patients can call anytime and will receive a call back if she is not available.
MCh	Asked if any suggestions re advertising for next year, possibility of open day to allow people to understand the PPG and what it does.
MCr	Commented that an open day probably wouldn't get much response, perhaps stalls in reception on busy days. Dates to be looked at in February.
MCh	Raised issue of Wainfleet Surgery – General discussion – very sad news
CB	Advised that they had looked at the closest practices to assist and initially Hawthorn would take on the majority of the patients temporarily but that we would assist patients if required.
IB	Asked if any other practices had been closed by CQC
CB	Confirmed that it had happened to other practice but none locally.
MCh	Discussed conversation with Matthew from Lincolnshire Highways – they had designed two options for the bus stop but now need to contact the drainage board to fill ditch owned by Butlins – they have been co-operative so far.
EG	It is a lot of work to sort the ditch for it to be piped and filled.
CB	<p>Practice Managers report saw a decrease in DNA, Lower than last 2 years.</p> <p>Complaints 6 in total 2 re lack of appointments 1 re shared care 1 re medication 2 unhappy with the service</p> <p>Of the complaints 1 was excluded as belonged to NHS England, 2 upheld, 2 ongoing and 1 not upheld.</p> <p>Suggestions or Comments included a patient very appreciative of the care his wife received. Another comment regarding music.</p> <p>Staffing – discussed GP interviewed who had ridiculous terms and conditions that we just could not meet.</p> <p>Presented 'No one should have no one' campaign</p>
MCh	Discussed ticker boards – no finance available. To be resurrected again in the new year.
SC	Praised Beacon Pharmacy – CB advised separate business to the surgery but that we would pass on praise nevertheless.
IB	Wanted to pass on positive feedback regarding treatment his wife received. Lisa Cooper, RO and BT also very supportive. Genuinely believes without the action on that day that his wife would not be with us.
CB	Verbally invited all PPG members to a lunch on Thursday 22.01.2016 1-2pm.
MCh	Commented that Chapel could not be twinned with more than one town.
	Meeting Closed.