

Minster Medical Practice Patient Participation Group (PPG)

Minutes of meeting held on Thursday 11th February 2016

Present

Russell Bond – Chairman RP

SW

AB

MM

CM

MB

JG

CS

BM – Secretary

Jo Downes – Practice Manager JD

Maralyn – Senior Receptionist M

Dr Fitzgerald – Partner DF

Minutes of last Meeting

Minutes of last meeting accepted as a true record of events.

Matters Arising

- Promotion of the flu jab. **RP** asked **DF** if they had any ideas as to how we might help. **DF** explained that the take-up of the vaccination is not as high as it could be and the practice wished to improve the response.
- Car Park. Jo had had a meeting with the Lindum Practice about signage which could be used.
SW – Sign saying not to park in Practices car park if not attending practice.
AB – incorrect parking is also a problem
- **RP** - Letter to Echo not published. **JD** - has a friend with contacts in the media and will try again for publicity.
- **AB** – on Facebook replying to friends and acquaintances re Minster Medical Practice.
- **JD** – there are comments on social website + NHS website

Contact with Patients

A discussion was held as to how we can make contact with as many of the nearly 10,000 patients registered with the practice as possible, informing them of the PPG and its' role.

- Discussion re what to include on the questionnaire which JD will produce for us. The suggestion was made that it should be distributed via the web-site and in the waiting room. It was decided that two of the PPG would be in the surgery to approach people with the questionnaire and assist them to complete it.
- **BM** – suggested that we have a presence in the waiting room at regular intervals.
- **MM** – suggested a flyer be produced to go in the Hub at Ermine library. **MM** agreed to design one.
- **RP** – on the web-site latest news section there be an encouragement to look at the PPG section. **JD** agreed to put an alert on the web-site.
- General discussion as to how to get the flyer out to patients.

Any other Business

AB – has spoken to a few people about the Practice. One problem identified relating to opening times of surgery. Lindum Practice has different timings including drop-in sessions. **JD** explained they had been able to do this due to the extended hours scheme offered by the government. Drop-in sessions would be difficult to introduce with the significantly greater patient numbers of Minster Practice.

BM – asked about the lights on the footpath. **JD** had found out that the lights have not been working for years. **BM** concerned re danger of tripping on the paving stoned pathway.

CM – asked about the possibility of traffic lights at the Cabourne Avenue/Nettleham Road junction. **JG** suggested a letter be sent to Lincoln City Council raising awareness of our concerns. It was agreed **RP** would contact the Council.

Meeting closed at 1415.

Date and time of next meeting – Thursday 24th March 2016 @ 1330.