



Marsh Medical Practice

PPG Meeting Minutes - Held on Wednesday 12.10.16

Present: CD BC
 LC JT
 BH EB
 AB IR
 TC
 Apologies: LS, JW, RP

Agenda:

1. Welcome
2. Infrastructure
3. INT
4. Late Bookable Appointments
5. SMS
6. Flu Clinics
7. Late running clinics
8. Dispensary
9. Events
10. Website
11. Carers
12. Zero Tolerance
13. CQC Visit
14. New Staff

Any other business:

1. Site Maintenance
2. Next Meeting

Item	Actions
1. Welcome	
CD welcomed everyone to the meeting and introduced new member AB.	
2. Infrastructure	
Building work is on-going. There is a new conservatory at NS and the dispensary is yet to be started	
3. INT	
CCG is proposing new changes to over counter meds, encourage all to have a view by completing the survey online. It is very important to have your say especially because of how rural we are. LC to send copy of leaflet to all members.	LC
4. Late bookable appointments	



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LC to open some late working patient slots to be booked online. Timing of telephone calls – Receptionists can specify whether the telephone call will be morning or afternoon.	LC
5. SMS	
Times required on reminder texts. LC to look into this.	LC
6. Flu Clinics	
Flu clinics at NS went very well. We are very pleased that over 400 people were vaccinated.	
7. Late running clinics	
Could receptionists inform patients when booking in that the GP is running late rather than patients sitting there for 30-40 minutes not knowing what is going on? Can be put as a scroller on the TV. Asked if this could be put on touchscreen for when patients book in.	LC
8. Dispensary	
As from 1 st November 2016, all deliveries must be signed for or will be brought back to the surgery for collection by the patient	
9. Events	
Charity walk over the Humber Bridge for Dementia, Macmillan coffee morning, Armed Forces Day and Gala at Saltfleet were all very successful.	
10. Website	
The new and improved website is now up and running	
11. Carers	
Currently undertaking a project on how to direct people to the most appropriate places for help, advice, etc.	
12. Zero Tolerance	
There has been talk in the village as police were recently called to the surgery. They were called for a good reason. Most people are lovely but occasionally there is a “bad apple” and aggressive and/or abusive behaviour will not be tolerated by the practice.	
13. CQC Visit	
There has been no CQC visit yet but when we do we will need members of the PPG group to volunteer to be interviewed	
14. New Staff	
We are very excited that we are offering a 6 month placement to a male nurse from Lincoln Uni. We now have 3 qualified nurse prescribers, 2 have very recently acquired their qualification – congratulations.	
Any other business	
1. Site Maintenance	
BC mentioned that there is no line at the end of the road when pulling out at Manby – TD to look into this with the council, etc.	TD



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The hedge at the side of the building at Manby needs cutting back as it is obstructing the view. TD to look into who owns this land.	TD
BC asked if we were notified as to planning applications as there were 56 new homes being erected near to the practice. CD said that things hadn't been working well up till now with the local council and they had been talking to Lincoln direct but we had now been in talks with the council direct.	
Can the car park be extended? We could do with a couple more spaces at the back and we are looking to possibly put some at the front in future.	
1. Next meeting	
To be advised	LC