**Present:** Colin Damarell - Boultham Park Medical Practice PPG Chair

Kristy Perkins - Practice Manager Boultham Park Medical Practice

Yuen Toh - Clinical Pharmacist and Boultham Park Medical Practice Partner

Steve Foottit - PPG representative

Margaret Allis - PPG representative

Sandy Williams - PPG representative

Rosie Damarell - PPG representative

Brian Harding - PPG representative

Donna Petch - PPG representative

Cathy Hanger - Minute Secretary

Peter Barker - New member of PPG

1. **Welcome** Colin welcomed everyone and each person introduced themself around the table.
2. **Apologies** Received from PPG members: Janet Harding; Angie Smith; Mandy Bell; Mark Patey.
3. **Voting for Chair and Secretary**

* Chair - Colin – Proposed by Brian; Seconded by Sandy.
* Unanimous agreement
* Colin happy to continue in the role of Chair. There are increasing meetings for ICB to attend.
* The group thanked Colin for all his work particularly with his training and the Newsletter.
* Minute Secretary – Donna offered to take on this role
* Proposed by Cathy; Seconded by Sandy.
* Thanks to Donna for this
* Cathy was thanked for covering the secretarial duties.

1. **Minutes of previous meeting 05.12.24** Proposed as true record: Sandy; Seconded by Brian.
2. **Actions** Angie - defer revision of TOR paper to next meeting;

Kristy - front door is now open from 7.30am every weekday morning.

Colin - has forwarded letter to all PPG members and the Green Agenda to the Practice.

1. **Update of Terms of Reference** -take forward to next meeting.
2. **Practice Update** The acutehub has been set up and running since January between 4 practices in the Apex PCN . It has a locum GP and Advanced Nurse Practitioner on site to manage and treat patients with acute conditions eg. Infections. It is showing to be a good service and has added an additional 450 appointments each month in Boultham Park Medical Practice. Yuen plans to liaise with data analysts and use data to measure different outcomes eg. Is this a factor in reducing hospital admissions?

Dr. Jackson asked Kristy to tell this PPG that he is retiring as a partner from the Practice from the end of May. After a break he plans to return to the practice as a salaried GP 2 days a week. People around the table expressed that he will be greatly missed but pleased to hear he will be back.

A new GP Dr. Petrou- Nunn is joining the practice in August.

Chris ANP is joining in April 4 days a week.

Jill and Nicky the scanning ladies are retiring in May. New staff have been recruited.

Lianne has returned until end of March to provide help with taking bloods.

The Practice will be providing Covid vaccination service this year for over 75s, care home residents and vulnerable groups of people.

2 patients have been removed from the Practice list because of abusive behaviour.

The ongoing project for people with mild cognitive impairment is going well. Positive observations have been made by their carers.

8 **Friends and Family Survey**  Kristy distributed copies of the question: “based on your most recent experience of the Practice how would you rate Boultham Park Medical Practice?” 93% of responses were “very good” with supporting written comments.

Kristy asked the PPG members if there is anything which they wish to see as a survey? Members will send/email their thoughts and suggestions to Donna. Thank you.

ACTION Each PPG member to forward suggestions to Donna. [donnaspn@outlook.com](mailto:donnaspn@outlook.com)

Colin will send digital information on Power Point About the PPG for display on the waiting room screen. Information posters such as RESPECT may also be displayed digitally.

ACTION Colin to Kristy

9 **Integrated Care Board Update** the ICB has not yet decided which appointment IT system to use. Boultham Park will continue to use AccuRx.

The ICB information about how to use NHS app remains confusing. Colin will recommence local training.

ICB want to know people’s feelings on what is needed to change the NHS to make it better?

ACTION Colin to send information to everyone.

ICB encouraging everyone to use “Pharmacy First” for “quick and easy treatment of common health conditions”. Colin distributed an information page to everyone present about the criteria and benefits of using this service.

10 **NHS England – working with people and communities to improve General Practice in Primary Care.** This is a free online 2 week course for PPG members. It is not obligatory. Cathy expressed interest to follow this up.

11 **Any Other Business**

**Colin** reported that PPG minutes are not up to date on the Practice web site. Kristy apologised.

ACTION Kristy to follow up. 11.03.25 Kristy has actioned. PPG minutes are now up to date on practice website.

**Colin** will restart training for use of AccuRx and NHS app. His first session will be for PPG members group.

ACTION Colin to arrange. Possibly a Tuesday evening as the Practice is open for late night.

Colin asked if anyone would object to him using TEAMS online during future meetings? This will enable people unable to attend the meeting to be included. Everyone agreed this will be acceptable.

**Brian** Passed on compliment to one very compassionate GP who saw his wife.

He reported that he had advised a local person to queue at the front door in early morning to gain appointment where he observed all others waiting were elderly.

He reported that someone is complaining because of misunderstanding during consultation.

**Sandy** Spoke of “Future Health” survey and wondered if the Practice could encourage people to take part? Local residents are receiving letters through their doors. Kristy explained that this is not something which they would do as such surveys are sometimes run by private companies.

Sandy praised the new Community Diagnostic Unit in Lincoln for pleasant and efficient service.

**Cathy**  Noticed new chairs in waiting area. There are extra wide seats and higher ones to accommodate people.

12 **Dates of next meetings**

Thursday June 12th 2025

Thursday September 11th 2025

Thursday December 11th 2025

ANNUAL GENERAL MEETING Thursday 12th March 2026

The meeting closed at 7.30pm.