



BILLEDSON SURGERY

Minutes

Patient Participation Group (PPG)

Billesdon Surgery 14th June 2017 1pm-2pm

Present: Julie Smith (JS) Practice Manager), Diane Stubbs (DS) (Business Manager), Holly Beck (Minute Taker), PPG Members - Jean Astill (JA), Charles Bagshaw (CB), John Williamson (JW), Susan Rowe (SR)

Apologies: Barry Gregory, Carole Stevenson, David Kirkwood, Ian Hill, Janette Stocks, John Dyson, Peter Beretta, Rita Chauhan, Susan Hart, Richard Smith.

JS reviewed the minutes of meeting 9th March 2017

Website – changes are being made to the surgery website to provide up to date information.

Third Party Ordering – planned changes are currently on hold due to the recent General Election.

Chairperson/Vice Chairperson/Secretary – No Volunteers have come forward at present.

- **Billesdon Good Neighbour Scheme** – Simon Ford came to advise there are 20 CRB checked volunteers to help local residents in a fix with anything from transport, household tasks, companionship, letter writing & form filling etc. They can be contacted on 07548621777. There are also leaflets at the surgery if you would like to collect one. Houghton Helpline – was also mentioned.
- **747 Bus Service** – unfortunately Sharon Pilkington could not make the meeting but had dropped of information to JS. The 747 Bus service (Leicester – Uppingham) was discussed with the opportunity for PPG members and anybody who wishes to do so (please let your family and friends know if this is relevant) to complete a survey organised by Uppingham Town Council. The details and survey can be found at www.uppinghamtowncouncil.gov.uk or call in to the Town Hall in Uppingham Tue-Fri and collect a hardcopy.

- **Hospital Hopper Bus** – JW advised about this service and found it very useful. Available from Tesco Hamilton and travels to Leicester General Hospital, Leicester Royal Infirmary and then on to Glenfield Hospital. Timetables can be found at [https://bustimes.org.uk/services/em_12-UHL- - y08](https://bustimes.org.uk/services/em_12-UHL--y08)
- **Open Surgery** – We discussed the need for clarification on the appropriate use of our open surgery and the surgery is to organise an information board.
- **Patient Survey Ideas** – Ideas offered were: Dispensary, online ordering and how to etc, Out of hour's service, when and why to call etc, Minor injuries
- **Local Development** – DS was asked about the impact of the new housing estates currently under construction and the impact this would have on the surgery. Section 106 funding secured. DS explained a letter has been sent to the Chair of Houghton Residents Association.
- **PPG Network Event** – This was the meeting held at the Leicester Race Course in March and was attended by SR, JA and Sue Hart. The feedback at this meeting was it was worthwhile and came away with positive enthusiasm. Thank you all for attending and representing Billesdon Surgery PPG.

Next Meeting - September 2017

JS thanked all members for attending the meeting.