Patient Participation Group – minutes 18th Jan 2023

Attending: Laura Gibson (Practice manager), Nadine Kimberley (MMC) , Alan Bourne (Chair),

Robert Quiney, Rosie Woodland, Margaret Fieldhouse, Angela Berry, Cliff Kendall, Mary Pepper, Ann Cook, Gail Massey and Mark Benoit

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| **Subject** | **Description** | **Raised by** | **Action by** |
| **Welcome & apologies** | Alan welcomed all the members. Apologies from Dr Chris Trzcinski, Barry James, Roy Isbell and Darryl Pascall | Alan | No action |
| **Minutes from the last meeting** | Minutes from the last meeting 2/11/22 agreed and approved with a few amendments. Rosie advised that Suzanne Palmer, Community Development Worker Leicestershire County Council, provided a leaflet that was already on display at the community centre.Mark advised that the timeframe for prescriptions was 72 working hours, 48 hours at the surgery and an extra 24 hours at the pharmacy.Anne asked for confirmation on patient tasks, Laura explained that these were actionsthat needed to be taken on individual patients. | All | No action |
| **Matters Arising** | 1. AED update – Robert advised that this project was now winding down and he would present a final report at the AGM in March. Maps are been printed with the locality of the AED and will be distributed to various organisations in and around Markfield. A training event is also running at the community centre 30th January. 80+ people have already received training. Gail and Mary raised a concern that there was only 1 AED in Stanton-under-Bardon and none at Copt Oak.
2. PPG Handout – The ICB are planning to role out a PPG handout but this is taking time so in the meantime Laura has produced a simple leaflet that can be handed to any patients who are interested in joining the PPG.
3. Communications Survey – Roy, Alan and Laura met on Monday 16th January and the discussion was mainly around our inadequate phone system. Roy is

still to speak to a lawyer about exiting our current contract. Laura has a | RobertLaura Roy | RobertLeaflets available at MMCRoy |

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|  | meeting scheduled for 19th January with ICB to see if they are able to offer us any financial support to end our contract.Roy expressed an interest in contacting all our patients to find out which was their preferred method of communication was. However currently S1 (computer system) is not adequate to gather all this information. Another idea was to contact a random 20 patients in different age groups or to hold a ‘Tea and Tech’ event.It was also suggested that the PPG members could help by attending the surgery to gather ‘consent’ from patients now that Covid restrictions have been liftedThe PPG as a whole felt that this is a big project and that we should perhaps try to concentrate on 1 item at a time and the preference was to change phone contracts.Laura also advised that there is a on-line training event been held around NHS App usage. | PPGLaura | Nadine to produce flyer with questionsTo email training details |
| **Social Prescribers** | There was a mix up with dates and they were unable to attend.However they advised that the pharmacist Anthony Singh was interested in running a workshop on menopause in Markfield and Angela offered the church as a venue. | Alan | Alan to let Bryonie know |
| **Locality PPG****update** | Alan advised that Laura Norton had been appointed by ICB as Jake Cookereplacement. There is a PPG Locality meeting planned for February | Alan | No action |
| **PPG Aims 23/24** | Generally it was agreed that we would concentrate on the communication project focusing on 3 areas :1. Telephone system
2. Website
3. Consent around sms
 | All | a)Laura b)Royc) All |

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| **Practice update** | * Dementia Awareness Month – this is in March and PN Natalie has suggested holding an awareness event one Saturday morning and to invite representatives from Age UK and Alzeimhers society. It would be by invitation to patients and their carers.
* Laura explained that we are/will be struggling for admin staff as we have 3 members on/due to start maternity leave and a further 2 members needing time off for health issues. We have been busy trying to recruit but this has been difficult however we are awaiting confirmation that Siobhan Cox (who left in November) may be returning on a 12 month contract
* Enhanced Access – Laura gave an oversight of appointments available at Long Lane Coalville and Castle Medical Ashby on an evening and Saturday and advised that these appointments are bookable through MMC or via NHS App
* Laura advised that Monday 23rd January she is scheduled to have a resilience meeting with RCGP. They will attend the Practice for the day and chat with staff Clinical ad Non-clinical, Alan will also be attending
* Flu/Covid vaccine – Nadine advised that we no longer have Covid vaccine and that our Flu programme has been a huge success and we have achieved our targets
 | Laura | Laura/Nadine/Natalie |
|  | Laura | Ongoing |
|  | Laura | Ongoing |
|  | Laura | 23/1/23 meeting |
|  | Nadine | No action |
| **AOB** | * Anne queried whether there was a facility for patients to have blood tests etc at home – advised that this service was only available to bedbound patients who are unable to leave their home
* Robert – complimented how helpful Simran had been with his wife’s

medication.* Rosie – asked about the process for nominations of PPG members and whether they should be made prior to the AGM. Alan advised this could either be done 2 weeks before the meeting or on the day.
* Cliff – advised that due to personal commitments he will be stepping down as

Deputy Chair. Alan and Laura thanked him for his help during his time as Deputy. |  |  |

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| **Sub-note** | Social Prescribers - Please see the current stats below for the reason for referral for patients from Markfield:Financial = 46%Isolation = 33% Carer Strain = 9% Bereavement = 6%Domestic Violence = 6% | Alan |  |
| **Next meeting** | * AGM Wednesday 15th March 2023 1pm
 |  | Angela to book church |