Patient Participation Group – minutes 15th March 2023

Attending: Laura Gibson (Practice manager), Rachel Pollard (MMC), Alan Bourne (Chair), Dr Trzcinski (MMC Senior GP Partner) Robert Quiney, Rosie Woodland, Angela Berry, Mary Pepper, Ann Cook, Darryl Pascall, Mary Pepper and Roy Isbell

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| **Subject** | **Description** | **Raised by** | **Action by** |
| **Welcome & apologies** | Alan welcomed all the members.Apologies from Barry James, Margaret Fieldhouse, Cliff Kendall, Gail Massey and Mark Benoit | Alan | No action |
| **Minutes from the****last meeting** | Minutes from the last meeting Jan 2023 agreed and approved | All | No action |
| **Annual Report** | * Need more PPG recruitment. ?summer fetes
* NHS teaching. Maybe look into younger community members to teach people who to use the NHS app. Duke of Edinburgh Award?
* People may be able to get free devices if not able to afford their own. Look into further?
* Forthcoming events – menopause event. Alan is co-ordinating for Markfield on behalf of the PCN. The PPG to attend to promote the PPG and hopefully recruit more members. Also trying to organise a cost of living event.
 | Alan |  |
| **Election/Re- elections of officers** | Alan Bourne received 2 nominations. No other nominations received. Alan won the vote taken at the meeting. Alan accepted Chair. No-one was interested in being put forward for the Vice Chair position.Discussed if anyone would be willing to be the PPG secretary? Robert offered to take on the next meeting and then hopefully the other members would be able to take turns in taking and typing up the minutes.An advert to be put in the Herald to recruit a secretary maybe? |  | Alan Robert/allAlan |

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| **Locality PPG****update** | Alan advised that Laura Norton had been appointed by ICB as Jake Cookereplacement. | 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

Update regarding Telephone system – A letter has been sent from Laura to try and geta reduced “get out” fee. No reply received as yet. Roy and Laura to chase a response. | All | a)Laura b)Royc) All |
| **Practice update** | * Dementia Awareness Month –representatives from the singing café in Coalville, Ruth from the Dementia café in Loughborough, Bryonie our Social prescriber and our 2 practice nurses are all attending the Dementia awareness tea & Cake afternoon at the practice on Thurs 23rd 2-4pm
* Laura advised she has received the report regarding the resilience meeting with RCGP. This will be discussed at the next meeting once the GP’s and Laura have read through the report.
* Covid spring boosters vaccine – The practice has given interest in giving our COVID boosters this spring. Details to follow
* The practice is purchasing a new phlebotomy chair and ABPI machine
* Extended access has ear syringing available but we have very limited

appointments. On going discussion at the surgery to figure out best way to manage these appointments | LauraLaura Laura | OngoingOngoing Ongoing |
| **AOB** | * Practice Website – HISS have contacted Laura to say they are switching over to a new platform and Laura accepted to trial the new platform as contact runs out in October and we can swap to a new provider if the new platform is not very use friendly.
 | Roy | Laura |

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|  | * Feedback to receptionists about when to tell patients to call 999 and also about when to give diagnoses over the telephone.
* Discussion around the wastage in the NHS as a whole
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| **Next meeting** | * Wednesday 17th May at 1pm
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Dates of Meetings

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| **Date** | **Time** | **Location** |
| Wednesday 18th January 23 | 1pm | Markfield Congregational – Community Church, Main Street, Markfield |
| Wednesday 15th March 23 – AGM | 1pm | Markfield Congregational Community Church,Main Street, Markfield |
| Wednesday 17th May 23 | 1pm | Markfield Congregational – CommunityChurch, Main Street, Markfield |
| Suggesting - Thurs 20th July 23 | 1pm | Provisionally booked with Angela |
| Suggesting – Thurs 21st Sept 23 | 1pm | Provisionally booked with Angela |
| Suggesting – Wed 22nd Nov | 1pm | Provisionally booked with Angela |