**In Attendance:**

Chair - Cliff Kendall (CK), Vice Chair Roy Isbell (RI) Laura Gibson (LG) – Practice Manager, Nadine Kimberley (NK) – Practice Staff, Louise Wright (LW), Mary Pepper (MP), Angela Berry (AB), Rosie Woodland (RW), Robert Quiney (RQ), Patricia Hardy (PH)

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| **Subject** | **Description** | **Raised by** | **Action by** |
| **Welcome & Apologies** | Welcome by CK Apologies received from Alan Bourne (AlanB) Gail Massey (GM), Daryl Pascall (DP), Kam Kooner (KK), Jacqueline Walker-Sutton (JWS), Yogesh Thaker (YT) and Mark Benoit (MB)CK advised that due to other commitments DP was resigning from the group. | CK |  |
| **Minutes from the last meeting** | Approved by CK, seconded by RQ – minutes were signed.It was agreed that NK would scan signed minutes and save on MMC Shared Drive | CK |  |
| **Matters Arising** | **Items a), b), c) and g)** – please see Chair report**d)** –see Vice Chair report**e) Memory café** – LG has leaflets for PN to hand to our Dementia patients**f) Practice noticeboards** – LG advised that these are updated regularly. There are 2 PPG noticeboards. The one in the lobby isn’t in current use therefore the group agreed that PPG sign should be removed for now. | CKRILGAll | CKRILGLG |
| **Chair’s Report** |  **Steering Group Meetings**Following the last PPG meeting on 16 May the PPG SG has met on two occasions, 22 May and 25 June. Each meeting was attended by CK, RI, JWS and RQ.The first meeting was more of a get-to-know-you and a scene setting session. The second meeting focused on discussing updates on the topics/activities assigned to each SG member.Also, 1:1 meetings have been held between CK and each SG member. **Locality Group Meeting – 11 June**CK attended his first locality group meeting at Whitwick Health Centre on 11 June. The principal topic on the agenda was listening to a presentation on the structure of the NWL PCN given by a member of the management team. Worth noting was that of the 12 practices comprising this group only 7 have functioning PPGs.  **ICB PPG Network Meeting – Due 25 July**CK is planning to attend this face-to-face meeting at the NSPCC training centre in Leicester on 25 July. Three principal topics are on the agenda:* - Top level findings of the GP Patient Survey conducted across the ICB area based on 29,000 completed patient surveys received.

\*\* In addition the meeting will include a discussion of the findings of the GP Patient Survey. LG advised that she had been contacted by ICB who shared that MMC had achieved 7th place from 137 practices for overall patient satisfactory. LG planned to share this with all MMC staff- Proposals to stop prescriptions for gluten free products- A new asthma inhaler digital platform**· PPG Article in the June 2024 issue of The Herald**No patient feedback received by CK on the content. Did everyone see it?It included the use of new PPG branding for the first time.\*\* **Yes - the group all advised that they had seen the PPG article in the recent edition. NK advised that MMC no longer receive a copy of The Herald. RQ agreed to contact the editor regarding this.****· Terms of Reference**Some early work on updating and simplifying the presentation of the TOR for the PPG was completed by Kam Kooner but more needs to be done and subsequently RQ has volunteered to help CK with this activity which at present is being treated as a background task.It is anticipated that progress and matters arising will be reviewed by the SG before being offered to the wider PPG for comment.One issue that has arisen in discussion is whether we should continue with PPG meetings at 1.00 pm on a Thursday as this start time does not fit well with potential PPG members say of working age. Does anyone have any initial thoughts on this?* **Yes** - The time of the meeting was also discussed and whether this should be changed to an early evening. The general feeling of the members was that if the time was changed it would still be the same people sat around the table. It was agreed to remain at 1pm.

One further issue that has arisen is whether we should revert to four PPG meetings per year on the third Thursday of the month commencing on 17 October 2024. Other dates proposed by the SG are 16 January 2025 (also AGM), 17 April and 19 June. Is there agreement? - **Yes this was agreed**. | CKCKCK/LGCKCKCKCK | SGRQAllAllAll |
| **Vice Chair Report** | Email - The PPG Email address is ‘ppgmarkfield@gmail.com’ and has redirects to the steering committee members. There has been no traffic on this or the old email address since last meeting.Data Storage - A google drive with 15Gb capacity has been setup for use by the PPG, this is a temporary solution to allow central storage. A small number of folders have been created, namely:· PPG Meetings· Veterans· PPG Logo’s· NHS App· Defib Project· Communications StrategyBranding & Templates - Where documentation is repeated the plan is to use templates to establish the PPG brand. This will also be the same for posters and any other collateral that is used to communicate PPG messages to patients of the surgery.Future Plans’· A full directory and naming convention will need to be devised.· A test is to be carried out on how these documents might be shared or the shared environment may be used to suit PPG needs.· Test that anyone with the ability to access the Gmail account, is able to access the Google Drive.· Establish the file naming convention.· Establish the templates.Practice CommunicationsPatient Calling and Information Screen - The new patient calling, and information screen has been agreed and is awaiting installation with the new supplier. The new system will be capable of displaying videos and notices with a planning schedule allowing targeted information to various groups, e.g. Mother & Toddler groups.NHS App - Initial training and discussion for the practice staff was carried out and a number of suitable training videos and information packs were identified to be used as part of a wider campaign yet to be established for the patients of the Surgery.A planning session for the NHS App campaign is to be planned and held.Web Site & Social Media - The use of the website linked to social media usage to maximise reach for the practice will be progressed by the establishment of a working group, consisting of the Practice Manager, the practice Web & Social Media responsible person and members of the PPG.The first meeting for the Web & Social Media Group has yet to meet.Armed Forces VeteransHaving initially investigated to accredit the practice as Veteran Friendly, significant documentation was received by the practice. Once this documentation has been read and understood as to the implications for the practice an internal plan will be devised.Once the internal implications have been understood and enacted a small working group will be established to work with the practice to get veterans identified and plans made accordingly. The output will use the various communications channels yet to be established to promote any plans and veteran friendly aspects of local healthcare.Future ProjectsThe Great PSTN Switch Off - This is to look at the implications for patients, especially those who do not have broadband.Digital Inclusion - This is to investigate patients who do not have access to, or are technology literate to obtain greater access to patient services.Digital Support for Care & Carers - This is to look and produce plans, advice and guidance on available technology and how it might be utilised as part of an overall care strategy. | RIRIRIRIRIRIRI |  |
| **Secretary Report** | Following a meeting of the Steering Group, I was allocated three items to lead on:1. Meet and Greet. This was to take up the opportunity to meet and greet patients at the surgery. I will arrange to meet with the Practice Manager to discuss if and how this might work for everyone in August.2. Healthy walking. In conjunction with the NHS initiative I have a meeting/called arranged to discuss how to support this endeavour in our area. I will also discuss with the Community team.3. Community Liaison. I will attend Parish council and other local committees to enable further understanding of our group locally and aim to build relationships to provide mutual support. | JWS |  |
| **Practice Update** | * Eclipse BOOMERANG Pilot for changing Inhalers for well controlled low risk patients.
* Call screen / information board in reception – Installation due Fri 19th July
* Health Education event 12th September at the practice 1.30pm – Inviting Eligible pts for the weight loss referral programmes including pre-diabetic
* Dr Wong is leaving in August and Dr Sadia Ali will be starting she is an ST2 Aug – Dec 24
* Flu guidance has changed for this year – No At Risk patients or Over 65’s can vaccinated until after the 3rd October.
* We will be offering Covid Vaccines at the practice this winter season 24-25 (dependant on delivery of vaccine)
* Staff :
	+ Sue (Practice nurse) has retired.
	+ Raynor (practice nurse) is leaving.
	+ Tyler has been taken on a permanent contract (Admin)
	+ Simran (Pharmacist) left yesterday. Aarti increasing hours in August.
	+ Lesley has retired (Admin).
	+ Looking to recruit possible HCA/Nurse hours
	+ Toria (Practice Nurse) returning in August
* RSV – Respiratory Syncytial Virus for vaccination programme starts 1st Sept 24 – Aug 25.From 1st September 75 – 79 year olds are eligible up until their 80th Birthday = 380 patients. Ongoing as patients turn 75 will be eligible (rolling like shingles campaign)

All pregnant woman from 28 weeks gestation are eligible | LG |  |
| **A.O.B.** | \* Urine Chart – MP advised that she was aware that another surgery used a urine colour chart with guidelines and asked if this was something that MMC would consider. | MP | LG/NK |
| **Next Meeting** | Changing to Quarterly.Thursday 17th October 2024, 1.00 pm at Markfield Congregational ChurchFuture meetings :Thursday 16th January 2025, 1.00 pm at Markfield Congregational ChurchThursday 17th April 2025, 1.00 pm at Markfield Congregational ChurchThursday 19th June 2025, 1.00 pm at Markfield Congregational Church |  |  |