**Patient Participation Group General Meeting – Thursday 17th April 2025**

**At Markfield Congregational Church**

**Attending**: Jacqueline Walker-Sutton (JW) Chair; Roy Isbell (RI) Vice Chair; Laura Gibson (LG) Practice Manager; Angela Berry (AB); Robert Quiney (RQ); Mary Pepper (MP); Kate Goodger (KG), Yogesh Thacker (YT) (who attended remotely)

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| **Subject** | **Description** | **Raised by** | **Action by** |
| **Welcome & apologies and potential New Member** | **1.**JW welcomed all to the Meeting – who introduced themselves.Apologies received from Nadine Kimberley (NK) MMC ; Alan Bourne (AB), Cliff Kendall (CK); Patricia Hardy (PH); Rosie Woodland (RW)**2.**JW and all present welcomed Kate Goodeer (KG) from Markfield Court as a potential new PPG Member andAmelia a Social Worker attached to the Surgery whose role will include advice on Pain in the Pain Management Group | JW |  |
| **Secretary and Minute Secretary** | As no Secretary had yet been appointed and with NK on holiday JW and RQ agreed to sort the Minutes between them and RQ volunteered to take the Minutes of this Meeting  | JW/RQ |  |
| **Minutes from the last meeting** | Minutes of the last meeting were approved by the members  |  | All |
| **Matters Arising** | 1 **PPG Terms of Reference:** The Meeting thanked JW and RQ for their work on these and approved the circulated draft2. **PPG Membership Applications:** It was agreed thatthese should be updated and “freshened up”. RQ has been looking at formats used by other PPGs across the country and it was agreed that in liaison with LG he and JW would prepare a draft for the next meeting |  | AllJW/LG/RQJW/LG/RQ |
| **Practice Manager’s** **Report** | **See Appendix A Report and Practice Update attached**LG reported on the very commendable actions of Lisa on the Surgery Reception in potentially saving a Patient’s life. LG was asked to pass on the PPG’s congratulations to Lisa.LG will investigate Call Back issues for KG | LGKG | LGLGLG |
| **Practice Update**  | LG gave an Update which is summarised in her above Report, including new Members of Staff, and Advice and Guidance Systems | LG |  |
| **Chair’s Report** | **See Appendix B Report attached**Including updates on Meetings and NHS Training, Integrated Care Board and a Front Page article in the HeraldThe NW Leics PPG meeting was somewhat frustrating due to the negativity demonstrated by some members. | JWJW | JW |
| **Vice Chair’s Report** | **Copy Report Pending (to be circulated separately)**Including on the implications of the upcoming BT Land Line Cut Offs | RI |  |
| **AOB** | **1**.Virtual Membership – This with the ability to use this to potentially expand the number and range of members. It is seen an exciting topic which will require careful formulation, including the experiences of other PPGs **2**.The benefits of a “Did you know that” Information Sheet about the Practice and what it can offer to Patients and the wider community  | ALLRQ |  |
| **Next Meeting** | Thursday 19 June 1 pm – 3 pm Congregational Church, Main Street, Markfield |  |  |

**Appendix A**

**Markfield Medical Centre PPG Update April 25**

**Practice Update**

* Spring Covid Campaign started in April – First collection was last week
* Staff Update –
1. Currently using locum nurses Mary and Sarah to cover clinics (down 6 sessions

since Toria left).

1. Demi starts 2nd May
2. New Registrar started in April called Dr Keethi Ganesh
3. Our PCN has recruited 3 salaried GP’s to work across our PCN covering all 12

practices, they will be based at Ibstock, Measham and Long Lane. Our practice

has 12 appts a week to utilise, mostly at Ibstock and face to face although can

request phone call.

* Weight loss, Health and Lifestyle Event took place on the 20th March at the ME Sports

Community Centre. Dr Smith did a presentation and took healthy snacks. A special

thanks to Jacqui, Angela and Louise who helped with sorting drinks for everyone and to

Roy to help us set up putting out the chairs and putting everything away at the end of

the night. It was very well received, and we had approx. 40 patients attend.

* A positive feedback event – Lisa B our receptionist saw a patient a couple of weeks ago

at the front desk and booked him in to see Corinne in the next available slot which was

the in the afternoon. Lisa wasn’t happy about the patient, he had attended with chest

pain although he thought it was just trapped wind. After he left, she was really worried

about him so she expressed her concerns to Corinne and they both phoned him; Corinne

asked some red flag questions and told him to call an ambulance straight away.

Later it was revealed that the patient had had a heart attack, he went to hospital and

had a stent fitted. Corinne told me how impressed she is with Lisa’s observation of

patients and how caring she is.

* Quality Outcomes Framework - finished on the 31st March. The surgery achieved 399

points out of 401.

**Appendix B Chair report April 2025**

Actions from last meeting:

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| --- | --- | --- |
| **Action: Update and share draft ToR prior to next meeting**  | 17/02/25 | Complete  |
| **Agencies to support Caring for Carers Day June 13th 2025** | 17/02/25 | Complete  |
| **Propose and write articles for the Herald and Spotlight re: PPG activities**  | Ongoing  | April 2025 complete |

Additional activities:

**NHS App refresher training:** After a bit of a hiccup, the NHS App training slides have been made available to the PPGs. **Shared with the PPG 8th April.**

**Five for Friday** distribution – please let the Chair know if you do not wish to receive further information

**NWL PPG** – challenging to do these by Teams meeting since there does not appear to be clear etiquette and there is a tendency to get bogged down in local lack of engagement. However, there are some interesting things going on.

**LLR ICB** meeting – easier to do on Teams since there is clear management of the meeting. Most recently there was discussion around the NHS England disbandment and what that might mean to LLR and us over time. Email with attachments was circulated to the group. Next meeting of this group is May 1, 2025.

**Caring for Carers Day** – progress report. Next meeting to be held at the end of April to discuss communications and logistics. Will keep the group updated.

**Other news:**

Alan and Rosie are unlikely to be able to attend for the foreseeable future due to illness. Please note that while **Alan is happy** to be contacted, **Rosie does not wish** to be contacted at this time.

**New member:** Kate Goodger

Still trying to get new members from Thornton. There was a person very interested in joining us but during initial conversation it emerged that she was not registered with the Markfield Practice.

**Virtual membership**: emailed the virtual members and received a response from Lauren Vaughan who explained that she worked full time and would like to attend if we had evening or Teams meetings. She added that she appreciated the minutes. Sheila Lammin did not respond to the email.