

MINUTES

Patient Participation Group, Saffron Group Practice, Saffron Lane, Leicester

Wednesday 24th January 2024

Present: Stuart Broughton, Georgina Lane (Staff), Sarah Hall (Chair), Rob Banner, Sarah Moore (Staff), Paul Aldwinckle

Apologies: Kath Lovell (Hedges Surgery) Jenny Mann (Minutes Secretary), Deb Wall, Zeld Rubinstein, Sharmane Leeson, Nicola Webb, Dr. Amit Rastogi.

1 Welcome and Introduction

2 **Minutes of the last meeting on 29th November 2023.** Rob Banner raised a point regarding the deleting of the PROSTaid ad from the Here to Help Leaflet. For clarity the agreement is that when the leaflet is submitted in final draft, Dr. Rastogi will present it to the Saffron Health Management team for final approval and sign off to include the PROSTaid ad. The Minutes were then approved.

3 Matters Arising.

Sarah Hall and Paul Aldwinckle commented on the event held at the Aylestone Leisure Centre Tuesday 16th January along with George. It was a well-attended event with many stalls with lots of good information, advice, and help.

General comments on the feedback board where good apart from one negative that highlighted the non-attendance of the health check team which was a disappointment for many.

Recall for Tests.

Sarah Hall and the meeting discussed the matter of responsibility for making follow up appointments. This item has been flagged as there is a clear miscommunication between clinician and patient. For e.g.: If your Doctor or clinician says to you "we need to do another blood test in 3/6 months" **It is the responsibility of the patient to make that further appointment.**

It was agreed that George and Sarah Moore would discuss with all clinical staff the importance in ensuring that this was communicated clearly to patients and that they understood. The PPG would also like something that they could put out in the community.

Rescue Packs

Sarah Hall raised the matter of Rescue Packs that are attached to a patient's repeat prescriptions. Paul and Rob wanted to know what Rescue Packs were and Sarah Hall explained. She also went on to mention that her own Rescue Pack had been removed. She outlined the importance of the Rescue Pack not only to her but for many patients with complex medical needs.

George and Sarah Moore mentioned that the packs are still issued but it would appear that they have been removed NHS wide in an attempt to prevent abuse. Sarah Hall mentioned quite rightly that as a responsible person she and others should not be penalized against the few especially given the importance of Rescue Packs to many patients.

George and Sarah Moore have picked this one up and will feedback at the next meeting and will report to Sarah Hall separately.

DNA (Did Not attend)

A general discussion around this topic was again aired. Sarah Hall asked what if anything we should be doing about this. Generally there are many opinions on what the practice should or could do in this matter. One opinion is to charge a nominal fee for DNAs. This of course cannot be done, and it was discussed that there are many reasons for DNAs. It appears that we are all flogging a dead horse on this subject and should we spend time on it.

It was agreed that Saffron Health are doing what they can within their restraints up to and including warning letters and expulsion for serious prolific offenders. We will just keep a watching brief over this and look at the numbers each month.

Telephone mental health message

It was reported by George and Sarah Moore that the mental health Message on the phone has been sorted.

4 Here to Help Leaflet.

This was a quick one as due to circumstances the leaflet was not available. However, it will be completed and submitted for draft approval by next meeting.

5 Report from the Chair

Sarah Hall advised the meeting of the latest ICB meeting at the NSPCC center Leicester. She also mentioned the possibility of other PPG members to attend these meetings. Rob asked what they were about and Sarah explained. Rob suggested that he would like to attend with Paul and we will arrange this together.

6 Report from Surgery (George)

George outlined the enormous amount of calls that the practice handled being 7500 with 1000 call backs with 350 DNAs mainly being nurse appointment's.

If there is anything I've missed out George and Sarah Moore then let me know please.

7 Social Media Feedback

Sarah Moore reported that most of the reviews are negative and sometimes quite unpleasant.

It was discussed that there should be ways to enable Saffron Health to respond to negative feedback so anyone looking at reviews will see that Saffron Health are proactive in changing perceptions. This however is going to be challenge.

8 Date of next meeting

Wednesday 21st February 2024 @ 10:30hrs to 12:30hrs