**CONFIDENTIAL**

**M I N U T E S**

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

**Wednesday 17th April 2024**

**Present**: Stuart Broughton, Georgina Lane (Staff), Rob Banner, Sarah Moore (Staff), Deb Wall, Paul Aldwinckle

**Apologies**: Sarah Hall (Chair), Jenny Mann (Minutes Secretary), Sharmane Leeson,

**Welcome and Introduction**

1 **Minutes of the last meeting on 24th January 2024**. The Minutes were approved.

2 **Matters Arising**.

**Rescue Packs**

This matter is ongoing and individual reviews are being carried out by doctors. Given the importance of this issue the PPG will keep this issue open and report on progress next meeting.

3 **Here to Help Leaflet.**

The leaflet was well received by the management team and with only two slight amendments Rob amend and produce a final draft ready for final acceptance and printing. The management team thanked the PPG for this work and the support for the leaflet from Rob Banner and PROSTaid.

4 **Report from the Chair.**

Sarah Hall will be back soon. Paul advised the PPG of the meeting he attended on zoom chaired by Joe Ryder. There was so much information to take in to try and remember what to tell the meeting. However, there is a video link as the meeting was recorded that I could send if anyone would like it. Please ask and I will send you the link. The next PPG network meeting is a face to face on Thursday 30th May 2024 @ 13:00hrs to 15:30hrs at the NSPCC National Training Centre. Hopefully Rob and I will be able to attend this meeting.

**Sarahs report from the street**

Concerning repeat prescriptions because of a hospital visit and letter. This was highlighted at the last PPG as a very hot topic. The latest update is that the staff at Saffron Health have worked intensively and have made great progress with this issue. Sarah Moore advised that the surgery would be up to date very soon. This is good news for patients.

5 **Report from Surgery (George).**

George advised that the spring Covid Vaccination programme roll out had started and is ongoing. George also advised of the Five On Friday and the various initiatives taking place. George also mentioned some difficulties getting some patients to return poo samples for the cancer programme and asked if the PPG could come up with ways to encourage a better return of samples from the community.

George advised that she is organizing a further event at the Aylestone Leisure Centre for June just like the one before that had a great turn out. George is hoping to invite Crime Stoppers to the event and that the event would be for our own PCN group. The Leisure Centre is free of charge, so it makes sense to use this facility as it is a great central meeting place for all to get to. We will discuss eventual dates and advise as soon as possible.

Sarah Moore gave an outline of the numbers of calls and advised that a more thorough report on numbers for next meeting.

6 **Social Media Feedback.**

Social media is being closely monitored and acted upon appropriately. However, it should be reported that there are a number of what can only be described as vile comments being posted online. It should also be noted by the PPG that staff at Saffron Health are very professional in their dealings with such traffic.

Paul Aldwinckle advised that the staff are far more professional and patient than he would be.

7 AOB. None

8 **Date of next meeting**

**Wednesday 29th May 2024 @ 10:00hrs to 11:30hrs**