**CONFIDENTIAL**

**M I N U T E S**

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

**Wednesday 29th May 2024**

**Present**: Sarah Hall (Chair) Stuart Broughton, Georgina Lane (Staff), Rob Banner, Sarah Moore (Staff) Paul Aldwinckle Dr. Rastogi (part)

**Apologies**: Deb Wall Jenny Mann (Minutes Secretary)

**Welcome and Introduction**

1 **Minutes of the last meeting on 17th April 2024**. The Minutes were approved.

2 **Matters Arising**.

**Rescue Packs**

All rescue packs have been removed nationwide and reviews will take place on a patient-by-patient basis by a doctor. This matter is therefore closed.

3 **Here to Help Leaflet.**

The new leaflet has now been given the green light and 1000 will be ordered. There is also an extra add in to encourage new members to the PPG. We should be very proud of this leaflet as we are the only surgery doing this and a brilliant achievement by all.

4 **Report from the Chair**

Sarah Hall advised that the meeting of the 30th at the NSPCC has been cancelled due to the elections which seemed a bit of a lame excuse to us. The next meeting will be 25th July 2024 13:00hrs to 15:30hrs at the NSPCC Centre. Paul said he would be sending an email to Joe Ryder. However, since the last meeting Paul hasn’t done this because he’s had some personal issues to deal with and doesn’t want to get that deep into it just now and gives his apologies.

Sarah Hall advised that World Patient Safety Day is 27th September 2024 13:00hrs to 16:00hrs at the Attenborough Suite City Hall 115 Charles Street and you can email [llrich.51@nhs.net](mailto:llrich.51@nhs.net) to reserve a place. Sarah also said, “it sounds interesting” and encouraged us to attend.

Sarah advised that Joe Ryder sent an email concerning inhalers but when Sarah went to forward it to people it had disappeared.

Sarah Hall asked about an item from five on Friday and are we still promoting measles and Covid jabs. This is still being promoted and george handed Paul six further leaflets outlying some very good events, sessions and lots of useful information and support.

Sarah Hall advised that a local colleague had attended the Royal Garden Party and also that the publication of the final report of the infected blood inquiry was published on the 20th May 2024.

Sarah Hall also advised that there was a collaboration to speed up the diagnosis for breathlessness and that there was encouragement for parents to have children vaccinated for whooping cough.

**Sarahs report from the street**

Sarah Hall raised the matter of prescriptions from hospital letters and asked about progress. Sarah also outlined an issue with her own prescription.

Sarah Moore and George both explained that although great progress and improvements have been made things had slipped a bit but where heading in the right direction.

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

Sarah Moore outlined the call numbers for April and the total was 11,123 of which 8,752 were connected with 2,371 not connected of which 1550 hung up and for 793 the queue limit had been reached unfortunately. Queue call backs totaled 1,467 of which 1,419 call backs were connected and 48 where not answered.

Sarah Hall asked that whilst on the subject of reporting figures the PPG would like to know the breakdown of appointments both face to face and telephone.

Sarah Hall asked Sarah Moore and George about concerns with Bowel cancer samples. Whilst there are still concerns over the many non-return’s talks are still going on about how best to encourage patients to participate.

Dr. Rastogi joined the meeting and told us about a joint project with LPT and an APP called JOY. We need to establish the correct name of the site then we can add a link into the PPG meetings minutes. However, it would appear that this is a very useful and helpful App to use.

There was a further lengthy discussion concerning the communication and disconnect between the hospital consultants and GPs surgeries in general. This is causing great pressures on Saffron Health and of course a knock-on effect for patients. It was decided that after the election of 4th July 2024 our PPG would initiate dialogue with whomever is Health Secretary to highlight the issues and hopefully get something changed. Dr. Rastogi, George and Sarah Moore advised that a good place to start might be the local councillors.

6 **Social Media Feedback.**

Social media is being closely monitored and acted upon appropriately with replies to post.

7 AOB. None

8 **Date of next meeting**

**Wednesday 26th June 2024 @ 10:00hrs to 12:00hrs**