

MINUTES

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

Wednesday 6th March 2024

Present: Kath Lovell (The Hedges surgery) Stuart Broughton, Georgina Lane (Staff), Sarah Hall (Chair), Rob Banner, Sarah Moore (Staff), Deb Wall, Paul Aldwinckle

Apologies: Jenny Mann (Minutes Secretary), Sharmane Leeson, Dr. Amit Rastogi.

1 **Welcome and Introduction**

The Hedges Surgery PPG is now up and running and Kath Lovell joins the meeting to observe good practice.

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

3 **Matters Arising.**

Recall for Tests.

This matter was discussed again just to clarify any outstanding points and this matter is now finalized.

Rescue Packs

Given the importance of this issue it was discussed at length again and Rescue Packs will NOT go onto repeats automatically as this is a nationwide initiative. This will continue to be closely monitored by Saffron Health and be treated on an individual needs basis after being reviewed and discussed with a member of the clinical team (Doctors). Sarah Hall asked in the event of an exacerbation what action should patients take until they are able to see a doctor?

We will examine this again at next meeting to discuss progress.

4 **Here to Help Leaflet.**

This matter was discussed, and a number of slight amendments were agreed in connection with QR Codes and the link Deb Wall sent to the group on WhatsApp.

Rob Banner will kindly make those adjustments and ensure that the final draft is emailed to Sarah Moore so she can bring it to the Saffron Health Management team meeting next Wednesday 13th March 2024 for hopefully final approval before print.

Sarah Hall thanked the leaflet team for their work and thanked Rob Banner and PROSTaid for their support in this project.

5 Report from the Chair

Sarah Hall advised the meeting of the latest ICB meetings and events taking place around the city and county. Sarah also added quite rightly that any information about these events is often released too late for anyone to be able to plan to go to them.

Sarah has some information and a link for these events and will send it to Paul Aldwinckle who will look at them and agree with Rob Banner to go along hopefully sometime in the not-too-distant future. Sarah also shared the title of the man who heads up these events Mr. Birju Vaja. (Insights and Experience Officer Communications & Engagement Leicester, Leicestershire & Rutland Integrated Care Board).

Sarah Hall as advised that she would contact Vaja and see if there is an annual list of events that he can provide so we can plan in advance.

Sarah reported that the G.P. patient survey must be completed by Sunday 10th March.

Sarah mentioned various events that are happening, and I have listed them below and as you will note some of these events have already gone and some happening very soon which underpins Sarahs comments and concerns about the information and communications about these events with no time to look at let alone planning to attend.

- a. A conversation on a different ending. An on-line event Wednesday 13th March 18:30hrs to 20:00hrs a conversation on end-of-life care.
- b. Get vaccinated for measles.
- c. Cancer and Wellbeing event NHS and MacMillian Cancer to raise awareness of support and guidance. This event is Tuesday 12th March 10:00hrs to 15:00hrs at Leicestershire County Cricket Club Grace Road LE2 8EB. Rob Banner and PROSTaid will be at this event and Rob as kindly offered table space for Saffron Health Cancer support lady.
- d. MPs asked to nominate NHS Parliamentary Awards
- e. Health and Care Carers event at the Mattioli Arena near to Abbey Park Saturday 9th March 2024 09:30hrs to 14:00hrs.
- f. Information for safer fasting for Ramadan.
- g. New dental recovery plan

Saraha's report from the street

There have been many enquiries concerning delays in actioning repeat prescriptions from hospital letters. To outline patients are saying that when the hospital gives them medication for 28/30 days is not being picked up in time for the repeat and patients are experiencing gaps in their treatment.

Both Sarah Moore and Georgina expressed their concerns over this matter and are fully aware and the surgery are committed and are actioning this matter as a priority. However, Sarah Moore advised that there was no quick fix and will advise the next meeting on progress.

Sarah also mentioned that she was getting different information from some patients concerning the process of Advanced Appointments.

Georgina and Sarah Moore advised that there are pre bookable advanced appointment slots for a GP (clinician) at 3-, 7-, 10- and 14-day intervals. However it should be noted that these pre-bookable appointments are only available by ringing the surgery. Only patients flagged as not being able to use the phone can call into reception in person.

Just to finish off Sarah Hall advised that she had a message from Jo Ryder about another Zoom meeting on Thursday 21st March 2024 at 14:00hrs and that Jo urges us or anyone to join the meeting. The meeting is to give more information about (Risk Stratification of the Population for the purpose of future planning of services). Whatever that's about?

Report from Surgery (George)

Georgina advised that there was a craft and tea /coffee event at the Kingfisher youth club on Boulder Lane between the hours of 14:00hrs to 17:00hrs. everyone is welcome, and you can bring your craft/hobby whatever it is along with you. (please remind me of the days George so I can add this to the minutes).

Sarah Moore added that February 2024 telephone calls successfully answered by the reception team was 8520.

Not Connected was 2462 call unable to join the queue or put phone down. The majority of these happen between 08:00hrs and 09:00hrs.

In support of this the queue has now been increased to 50 as of 23rd February which allows more patients to use the call back service and has reduced the number of lost calls early in the morning.

Call backs for February are listed as 1036. The average call wait time is 3.36 minutes.

Sarah Moore and Georgina also advised that 3 new reception staff had taken up post and in training and that protected time out is now given to Georgina and Prithi.

Georgina and Sarah Moore outlined a national screening programme for men aged 65 and over for (AAA) Abdominal Aortic Aneurysm. The programme is up and running and this year invitations will be sent out to men 65 and those over 65 can request a scan. There are leaflets and posters in the surgery and information on the NHS App. There is also a telephone number to call the Leicestershire Screening Programme on 0116 258 6820

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

7 Social Media Feedback

Not able to report as did not have time for this agenda item and will pick it up next meeting.

8 Date of next meeting

Wednesday 17th April 2024 @ 09:30hrs to 11:00hrs