

NORTHFIELD MEDICAL CENTRE (NMC)
PATIENT PARTICIPATION GROUP MEETING
Tuesday 5th October 2021, 2.45 pm, via Zoom

In attendance:

Jackie Collington (JC) – Chair, Mike Howkins (MH) – Secretary, Dr Anil Sood (AS), Angela Hillyard (AH), Jean Voller (JV), Marian Broomhead (MB) and Joy Franklin (JoyF).

Jackie Collington (JC), welcomed all present to the sixth Northfield PPG meeting via Zoom. It was noted that this was the only practical way of holding a PPG meeting at present.

This meeting's question is how many bones are there in the human body? – in adults it is 206, although some bones in juveniles fuse together as they move towards adulthood.

ITEMS		
1.	Apologies	Apologies for absence were received from Val Foster-Bains (VF), Jen Fielding (JenF) and Jenny Quilter (JQ).
2.	Notification of items of A.O.B.	Telephone booking of appointments. To cover under item 11.
3.	Review of minutes of previous meeting held on Wednesday 21st July 2021	The minutes were agreed and all relevant matters were on the agenda.
4.	Future PPG Meetings	It was agreed to proceed with Zoom meetings for the present, with the format being reviewed at the PPG AGM in January/February 2022.
5.	PPG Locality and Similar Meetings (any attendees)	JoyF and JC reported that they had attended a meeting over the internet. Covid19 vaccinations take up was lower in Leicester. No interpreters were available for deaf people or those with reduced hearing ability. There were lots of positive comments concerning the organisation of vaccination sessions, including the Northfield group. Pop-up vaccination clinics, none in NW Leicestershire. Improving health centre websites was action in operation. Primary Care Survey – self care encouraged. Befriending service – this was most beneficial to some single or elderly people. People encouraged to become befrienders. MB related her experience of the local befriending service.
6.	Northfield On-line	To cover under items 7 and 16.
7.	Northfield and operation under Covid-19 restrictions	The organisation had been running well, but with a number of cases of abuse of reception staff – see item 11.
8.	NHS/DC/CCG Initiatives	The flu and Covid19 vaccination programmes were in operation. There seemed to be moves to offer Covid19 boosters and flu vaccinations outside the NMC system, using pharmacies, including Boots.
9.	Covid-19 Vaccinations/Boosters	The initial vaccination operation had gone well, with the local network performing splendidly. This involved sessions which mainly took place at Leicester Racecourse. Booster sessions had started based at Leicester Racecourse on Friday 24 th September 2021. AH noted that her husband had a mobile phone that was not fully internet enabled and was not suitable for using the link to make a Covid19 booster bookings for two people at similar times. MH reported that he was in the same category. AS reported that such problems could always be settled by a

		telephone to MNC to make a suitable vaccination booking.
10.	Flu Vaccinations	Flu vaccinations had been taking place on Saturday mornings and in the week at NMC. JV and MH reported how slickly run the flu vaccination sessions had been at NMC.
11.	Appointments system and face-to-face appointments	There was a move forward to more face-to-face consultations, although AS noted that there are cases when a telephone conversation is just as good and had to effect of patients not mixing in the waiting areas. It was noted that morning and afternoon booking appointments opened at 8.00 am and 11.00 am respectively. The matter of what happened if a patient rang for an appointment before 8.00 am was raised. AS said he was unsure on this matter and would check the situation – could patients make an early entry into the queue this way?
12.	Abuse faced by Northfield staff	This issue had become intolerable in a number of cases recently. Zero tolerance notices and policies were in use. The police had to be called on one occasion. The NMC staff were working hard in difficult circumstances and are to be congratulated. The PPG expressed its sorrow about the amount of abuse being aimed at staff at NMC.
13.	Operation of Patient Review Protocol	JC reported that there had been some misunderstanding with the patient review protocol. AS responded that this had been reviewed at the practice and the review system should work better now. This included patients needing a variety of tests (blood, blood pressure, urine ...) as part of a repeat prescription monitoring process. It was noted that tests requests are often placed at the end of paper repeat prescription forms, although there was a certain amount of uncertainty when repeat prescriptions are ordered on-line. The matter of whether the test requesting procedure was pro-active (ordering a test needed soon) or reactive (ordering a test when it is known to be needed) was discussed. There was a feeling that some test requests to the patients were not getting through.
14.	PPG Initiatives, including patient comments and suggestions	Are patients comment forms available? It was thought that loose forms may not be suitable in the present circumstances. Could we have a notice saying that feedback forms are available behind the reception desk? No other issues raised.
15.	Surgery Issues and Staffing News	Three new receptionists had been recruited. There was a new twelve month apprentice as part of the reception team. Larne had left to take up a nursing course.
16.	A.O.B.	Dr Anil Sood announced he would be retiring from NMC at the end of March 2022, although he did have other projects in mind in the medical field.
15.	Format of Future Meetings and Date of Next Meeting	Noting the issues over availability of members of the next PPG meeting would be Tuesday 11th January 2022, 2.30 pm, by Zoom, was agreed. There being no further business the meeting closed at 3.25 pm.