

**NORTHFIELD MEDICAL CENTRE (NMC)  
PATIENT PARTICIPATION GROUP MEETING  
Monday 7<sup>th</sup> November 2022, 5.00 pm, at NMC**

**In attendance:**

Marian Broomhead (MB) – Chair, Mike Howkins (MH) – Secretary, Jenny Quilter (JQ), Jean Voller (JV), Joy Franklin (JoyF), Shama Malik (SM), Jackie Collington (JC) and Dr Sabina Badiani (SB)

ITEMS		
1.	<b>Apologies</b>	Apologies for absence were received from Jen Fielding (JenF).
2.	<b>Introductions</b>	None necessary.
3.	<b>Notification of items of A.O.B.</b>	The following issues were to be considered: - face coverings within NHS, Pulmonary Fibrosis and non-availability of medication at the chemist.
4.	<b>Review of minutes of previous meeting held on Monday 22<sup>nd</sup> August 2022</b>	The minutes were agreed. Accelerated access to patient prospective records was due to go live on 1 <sup>st</sup> November 2022, but there would be a delay until around the end of November because of issues with the General Data Protect Act (GDPA) and records held by the NHS.
5.	<b>The Clinical Health and Research Team</b>	This was deferred until a later date as a representative from the team was not available. The Clinical Health and Research Team were involved in a wide variety of projects.
6.	<b>NMC Job Description Document</b>	This was considered to be a most useful document produced by Jean Voller (JV), noting that it explained services available other than doctors. It was agreed to add the role of Nurse Practitioner. To make available on the website and in the practice.
7.	<b>PPG Locality and Similar Meetings (any attendees)</b>	PPG Locality Meeting – Marian Broomhead (MB) had attended a locality meeting at the NSPCC centre in Leicester. This meeting covered the period leading up to the Flu vaccinations and Covid boosters. It was noted that some practices had stopped PPG meetings at the start of the Covid Pandemic and had not restarted, whereas NMC had continue PPG meetings by the use of Zoom conferencing.
8.	<b>Northfield On-line</b>	The on-line system for accessing prospective patient records has been delayed until an expected date of November 2022, but hopefully it will be operational by the end of November 2022. Invitations to hypertension reviews were being made by text, linked to an on-line booking system, which was working most effectively.
9.	<b>Northfield and operation under Covid-19 restrictions</b>	Calls for appointments were all being triaged. Masks are not necessary within the NHS and NMC, but would be used, if requested by a patient.
10.	<b>NHS/DC/CCG Initiatives</b>	The use of the NHS App was discussed. There is a project to support older patients with the use of the App and IT facilities. Hopefully this would reduce calls to NMC and develop IT skills. Consideration could be given by members of the PPG to be trainers for patients on the use of IT. A training course for trainers would be available.
11.	<b>Flu Vaccinations and Covid Boosters</b>	There is an Autumn Flu and Covid booster campaign that has been most successful so far. The mass vaccination/booster clinics had been nearly completed. Most patients were having the two injections at the same appointment.
12.	<b>PPG Initiatives, including patient comments and suggestions</b>	The Health Plus project was noted. To talk to Stephen concerning a possible drop box for patient comments for the PPG. It was noted that there were questions about the hygiene of comments on loose pieces of paper. Patient calls – it was noted that two patients reported ringing at 11.00am but

		ending at the end of a long queue. It was noted that a ring-back facility was available without losing one's place in the queue. A suitable message is switched on when all the appointments are full.
<b>13.</b>	<b>Surgery Issues and Staffing News</b>	There are two new nurses – Sarah, who is in place and Viv who is due to start at the end of the month. Emma is back from maternity leave. There are two new Health Care Assistants (HCAs), Lorraine and Collette. Molly joins the practice as a member of Management Team Administration.
<b>14</b>	<b>A.O.B.</b>	<p>Pulmonary Fibrosis – Shama Malik (SM) reported that she had been involved in a variety of related projects.</p> <p>The issue of non-availability of prescribed medication was discussed. It was noted that occasionally certain items were out of stock at the chemists and suppliers. One could speak to the pharmacist at the chemist and at NMC. The pharmacist can ring round other chemists to see if the medication is available elsewhere, or try out other chemists yourself. One can also consult a clinician at NMC for an alternative and advice, if necessary.</p> <p>Face coverings – see item 9.</p> <p>NMC Car Parking – There are now too many staff for the existing staff car park, so it has been necessary to allocate a small number of places in the general car park to staff. NMC had contacted Blaby District Council in an attempt to come to some suitable agreement over car parking spaces in the public Enderby Road Car Park, with little success.</p> <p>The matter of load on G.P.s was discussed, noting that we were moving towards one medical issue per consultation. To monitor progress on this issue.</p>
<b>15.</b>	<b>Date of Next Meeting</b>	<p>It was agreed that the next PPG meeting will be held on Monday 23<sup>rd</sup> January 2023, at 5.00 pm, at NMC. To invite the Clinical Research and Health Team.</p> <p>There being no further business the meeting closed at 6.10 pm.</p>