

**NORTHFIELD MEDICAL CENTRE (NMC)
PATIENT PARTICIPATION GROUP MEETING
Monday 31st July 2023, 5.00 pm, at NMC**

In attendance:

Marian Broomhead (MB) – Chair, Mike Howkins (MH) – Secretary, Jenny Quilter (JQ), Jean Voller (JV), Joy Franklin (JoyF) and Lisa Tansey, our Social Prescriber (LT).

Marian Broomhead welcomed Lisa Tansey, guest speaker as our Social Prescriber

ITEMS		
1.	Apologies	Apologies were received from Sabina Badiani (SB) and Jackie Collington (JC).
2.	Introductions	Marian Broomhead (MB) introduced Lisa Tansey to the meeting.
3	Notification of items of A.O.B.	Items raised were National Eye Health Week.
4.	Guest Speaker – Lisa Tansey	<p>Lisa described her role within NMC. She reported that she had been in the role for about three years. This was a pastoral, rather than clinical role, using a variety of agencies and meeting a wide range of demands – medical, educational, new parents support, and aiding people looking for help and assistance. The range of agencies used was significant. One can have an open conversation with a Social Prescriber. Bespoke programmes could be set up to meet a problem or an issue. It is important to find out what works with each case or patient. It was noted that there are some people who are difficult to reach, not always responding to offers of help or assistance.</p> <p>To let JQ know about James White, who seemed to be active in a somewhat similar field. He had visited Cosby Parish Council and a social group in Cosby Library.</p>
5.	Review of minutes of previous meeting held on Monday 22th May 2023	The minutes were agreed. So far there had been little/no interest yet from any patients in joining Northfield PPG. All other issues to be covered on the agenda.
6.	PPG Locality and Similar Meetings (any attendees)	<p>PPG Locality Meeting – Marian Broomhead (MB) reported that she had attended the PPG Group meeting at Leicester Racecourse and a WhatsApp group had been initiated. It was considered a better venue than the NSPCC Centre at Beaumont Leys. A workshop group considered what PPG groups were trying to achieve and how they could assist their practice. A variety of issues were raised and discussed.</p> <p>Joy Franklin (JF) reported that she had joined a Zoom locality meeting. It was noted that in many cases doctors don't always talk to PPGs.</p> <p>There was a general issue concerning recruiting PPG members.</p>
7.	Northfield On-line	<p>There was a new online service. There is an online form for submitting a variety of non-urgent queries – administration, prescriptions, clinical issues and a way of not waiting on the phone system.</p> <p>NMC is looking for a new website provider. Help to be requested in finding the best system.</p>
8.	NHS/DC/CCG Initiatives	The forthcoming National Eye Health Week/Initiative was noted. It was agreed to take part and have a presence in the surgery during the week. JV will liaise with VISTA to book the necessary information and documentation.
9.	Flu Vaccinations and Covid Boosters	Flu vaccination will be starting during the week commencing Monday 25 th September 2023, with the first cohort of injections probably on Tuesday 26 th September 2023. Hopefully the next batch of COVID booster will be available to run in parallel – waiting for details of the relevant availability. It may be a good idea to have a PPG presence during some flu clinics to try and recruit

		new PPG members. JQ will keep the group informed of clinic dates, when available.
10.	PPG Initiatives, including patient comments, suggestions and increasing complaints	PPG comments box – to progress - MH had located a suitable box. MH to acquire a new unused version of the box used for mail purposes. PPG to review suggestions form. JQ to circulate for consideration. It was noted there had been an increasing number of complaints, although the number of complaints upheld had not increased. It was thought that patients expectations of what could be done were increasing, but not always able to be achievable because of limitations. Some complaints were taking a long time to deal with. It was not always easy to match demand and expectation with what NMC could achieve.
11.	National G.P. Survey Results	These were generally pleasingly favourable and supportive of NMC, noting that NMC had no influence over who took part in the survey.
12.	PPG Recruitment	This had been covered earlier, but PPG members were asked to look out for possible new members, maybe in the younger age bracket.
13.	Surgery Issues and Staffing News	No other issues and no new staff recently.
14.	Patient Experience Survey	MB & JV have produced the first draft. It was noted that the survey should make note of analysis of the results in its design. JQ will feedback the GP Partners comments to MB and JV. To consult the PPG when survey form is agreeable within NMC.
15.	A.O.B., including this meetings question	National Eye Health Week was covered under item 8. This week's question was if you are to have a 'FBC', what are you expecting? – a Full Blood Count. JV offered to provide a tricky question or two for the next PPG meeting.
16.	Date of Next Meeting	It was agreed that the next PPG meeting will be held on Monday 25 th September 2023, at 5.00 pm, at NMC. There being no further business the meeting closed at 6.13 pm.