

**NORTHFIELD MEDICAL CENTRE (NMC)
PATIENT PARTICIPATION GROUP (PPG) MEETING
Monday 20th November 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), Sue Davies (SD), Lyn Fox (LF), Dr Sabina Badiani (SB) and Rachel Webb (RW).

Marian Broomhead welcomed Lyn Fox and Rachel Webb as new members of the PPG. Lyn and Rachel introduced themselves to the PPG and the PPG members introduced themselves.

ITEMS		
1.	Apologies	Apologies were received from Jackie Collington (JC), who indicated that she would be retiring from the PPG. It was noted that Jackie would be missed as a valued member, having been a past Chair and Secretary of the PPG. Mike Howkins to send her our thanks and a card.
2.	Notification of items of A.O.B.	PPG Patient Survey.
3.	Review of minutes of previous meeting held on Monday 25th September 2023	The minutes were agreed. All items were on the agenda.
4.	PPG Locality and Similar Meetings (any attendees)	PPG Locality Meeting – Marian Broomhead (MB) reported that she had intended attending a recent group PPG meeting but had a pressing engagement at the last moment that prevented her from attending. It was noted that there were a variety of meetings at different locations, plus meetings held via Teams or Zoom. Mike Howkins circulates information concerning meetings when he received the relevant information. There was a general issue concerning recruiting PPG members, with Northfield PPG recruiting two new members and being an active PPG.
5.	Northfield On-line	The national `Accelerated Access to GP Records` went live on 1/11/23. All prospective data is visible to patients (aged +16) within their patient facing apps. Patients need to register for access which can be done via the NHS app or via the surgery.
6.	Healthfest	This will be on Saturday 20 th January 2024 at Blaby, under the guidance of the PCN (Primary Care Network) lead. PPG support is most welcome. This event is aimed at patients.
7.	NHS/DC/CCG Initiatives	There are a large variety of initiatives taking place, which can be found on the NHS website. One can work through the different initiatives to see when something that one thinks is relevant takes place. Clinical Commissioning Groups (CCGs) are now relabelled as Integrated Care System (ICS). There had been no progress with Blaby District Council concerning obtaining parking access for NMC staff in the public car park outside NMC, at a discounted cost. Mike Howkins and Marian Broomhead to canvass the relevant District Councillor.
8.	Flu Vaccinations and Covid Boosters	Jenny Quilter reported that there had been 3008 flu injections and 2732 Covid injections administered at the practice since the last week in September 2023. Covid infections had been on the rise locally, with facemask usage in medical centres and hospitals reinstated, but it has now seemed to have peaked.

9.	PPG Initiatives, including patient comments, suggestions and increasing complaints	<p>The group discussed re-instigating PPG suggestion forms for patients to complete whilst in the practice. Mike Howkins had a couple of suitable cartons that could be adapted to be used as post-boxes. It was agreed to check out the format of the suggestions forms, making it clear that it was not a method of making individual complaints or comments concerning NMC. These should be taken up directly with the practice.</p> <p>NMC does undertake patient surveys and various methods of obtaining feedback.</p> <p>Rachel Webb queried whether the PPG has other forms of communication with patients. Currently the group does not but would welcome progress with this.</p>
10.	PPG Recruitment	Rachel Webb and Lyn Fox have been welcomed as members of the PPG.
11.	Surgery Issues and Staffing News	There has been a new Physician Associate recruited – Priyanka Chohan, who was settling in well.
12.	A.O.B., including this meetings question	<p>The Patient Satisfaction Survey kindly produced by Jean Voller and Marian Broomhead is now ready to be tested and then published to patients. JQ will email the survey link to the group members to test. The survey is based on patient experience of consultations with health care professionals other than doctors.</p> <p>This meeting's question is: _ What is William Harvey (1578 – 1657) credited with discovering? – The circulation of blood in the body.</p>
13.	Date of Next Meeting	<p>It was agreed that the next PPG meeting will be held on Monday 29th January, at 5.00 pm, at NMC.</p> <p>There being no further business the meeting closed at 5.50 pm.</p>