

**NORTHFIELD MEDICAL CENTRE (NMC)  
PATIENT PARTICIPATION GROUP (PPG) MEETING  
Monday 29<sup>th</sup> January 2024, 5.00 pm, at NMC**

**In attendance:**

Marian Broomhead (MB) – Chair, Mike Howkins (MH) – Secretary, Jenny Quilter (JQ), Jean Voller (JV), Lyn Fox (LF), Dr Sabina Badiani (SB) and Joy Franklin (JoyF).

Marian Broomhead welcomed PPG members to the meeting.

ITEMS		
1.	<b>Apologies</b>	Apologies were received from Jackie Collington (JC), who indicated that she would be retiring from the PPG, but had recently shown some interest in possibly rejoining the PPG. Apologies were also received from Sue Davies (SD) and Rachel Webb (RW)
2.	<b>Notification of items of A.O.B.</b>	Some problems were mentioned concerning reordering prescriptions and bring told by Pharmacies that items were out of stock. JQ noted that Pharmacies should then give patients the choice of going elsewhere and should not keep hold of the prescription. Jean Voller enquired as to whether staff received visual awareness training. It was noted that this was not a specific item but all staff received Accessible Information Standards training. The practice would welcome any specific training. Jean V to make NMC aware when training or training material was available.
3.	<b>Review of minutes of previous meeting held on Monday 20<sup>th</sup> November 2023</b>	The minutes were agreed. All necessary items were on the agenda.
4.	<b>PPG Locality and Similar Meetings (any attendees)</b>	PPG Locality Meeting – Joy F had logged into a meeting about the local online patient survey. It was noted that someone could complete the survey as many times as one liked and one could make comments about a practice that one was not registered with. The National Survey asked the same questions as on the previous occasion, so that a valid comparison of responses could be validly made.
5.	<b>Northfield On-line</b>	The national `Accelerated Access to GP Records` went live on 1/11/23 and was reported as being used. It would be useful to know how many patients were using the facility. Jen Q to investigate.
6..	<b>NHS/DC/CCG Initiatives</b>	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. No specific initiatives had been identified for NMC or the PPG to take up.
7.	<b>Flu Vaccinations and Covid Boosters</b>	JQ reported that the covid booster programme for the Winter had effectively finished and NMC is awaiting details of the Spring booster programme.
8.	<b>PPG Initiatives, including patient comments, suggestions and increasing complaints</b>	Mike Howkins had a couple of suitable cartons that could be adapted to be used as post-boxes. He would attempt to remember to bring them in to NMC. 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. It is hoped that the PPG will move to electronic format in the future.

<b>9.</b>	<b>PPG Recruitment</b>	Rachel Webb and Lyn Fox had recently become members of the PPG and it was considered that the membership of the PPG was about right at the moment.
<b>10.</b>	<b>Surgery Issues and Staffing News</b>	There were a new Physician Associate, Praise Kuzamba and a new Mental Health Practitioner, Anna Moore. A new First Contact Physiotherapist will be starting soon. Nicola Marlow had left NMC to move to a practice closer to home. Karen Dunn was returning to NMC in her role as a Health Care Assistant (HCA). There was a discussion concerning the problems of dealing with difficult and/or abusive patients. This was a challenging issue but staff had responded well when this had occurred. The practice operates a zero tolerance policy.
<b>11,</b>	<b>Patient Satisfaction Survey</b>	There had been 42 completions of the PPG initiated survey up to this week. Agreed to review the responses when there had been 50 completions. JQ to action. The NHS and CQC are keen that we are carrying out surveys and necessary actions being taken.
<b>12.</b>	<b>HealthFest – Saturday 20<sup>th</sup> January 2024</b>	This had been held at Blaby Social Centre and considered a success. NMC Staff (Clinical and Support), PPG members and patients had attended. The range of organisations present was noted and the event was considered a success. It was agreed that we should contact the Social Prescriber Local Area Coordinator and invite them to our meetings. We had lost contact with this role since the previous occupant had moved on. Jen Q to follow this up and Mike H to add the person to the circulation list for PPG meetings.
<b>12.</b>	<b>A.O.B., including this meetings question</b>	This meeting's question is:- 'Whose birthday is on 5 <sup>th</sup> July 1948?' – This is the birthday of the NHS.
<b>13.</b>	<b>Date of Next Meeting</b>	It was agreed that the next PPG meeting will be held on Monday 15 <sup>th</sup> April 2024, at 5.00 pm, at NMC.  There being no further business the meeting closed at 5.45 pm.