

**NORTHFIELD MEDICAL CENTRE (NMC)  
PATIENT PARTICIPATION GROUP (PPG) MEETING  
Monday 15<sup>th</sup> April 2024, 5.00 pm, at NMC**

**In attendance:**

Marian Broomhead (MB) – Chair, Mike Howkins (MH) – Secretary, Jenny Quilter (JQ), Katie Barradell (KB), Jean Voller (JV) and Rachel Webb (RW).

Marian Broomhead welcomed PPG members to the meeting, especially Katie Barradell who was attending her first meeting. Katie described her role as Local Area Co-ordinator for Blaby Village / Team Lead for Blaby District to the PPG.

ITEMS		
1.	<b>Apologies</b>	Apologies were received from Jackie Collington (JC), who indicated that she had stood down from the PPG, but had recently shown some interest in possibly rejoining the PPG. Apologies were also received from Sue Davies (SD), Joy Franklin (JoyF), Lyn Fox (LF) and Dr Sabina Badiani (SB)
2.	<b>Notification of items of A.O.B.</b>	The following items were identified:- Patient Satisfaction Survey Research Healthwatch Visit
3.	<b>Election of Chair, Vice-Chair and Secretary</b>	The following were elected:- Chair: Jean Voller Vice-Chair: Rachel Webb Secretary: Mike Howkins Jean Voller took over chairing the Meeting. Marian Broomhead thanked everyone for their support and efforts for the PPG while she had been chair of the PPG, noting that it had been a pleasurable experience.
4.	<b>Review of minutes of previous meeting held on Monday 29<sup>th</sup> January 2024</b>	At the end of the first line of item 2 'bring' should read 'being'. Following this correction the minutes were agreed. All necessary items were on the agenda.
5.	<b>PPG Locality and Similar Meetings (any attendees)</b>	PPG Locality Meeting – It was noted that these were often group PPG meetings, with a good opportunity for swapping ideas and networking. There were no reported of meetings attended. It was noted that there had been a mixture of face-to-face and virtual meetings. Virtual meetings allowed people to attend without travelling, whereas face-to-face meetings allowed better contact with other PPGs and exchanging of thoughts and ideas.
6.	<b>Northfield On-line</b>	To be mentioned elsewhere, as relevant.
7.	<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.
8.	<b>Flu Vaccinations and Covid Boosters</b>	JQ reported that the flu vaccinations had finished now until Sept/Oct. Spring Covid boosters were about to start for eligible cohorts.
9.	<b>PPG Initiatives, including patient comments, suggestions and increasing complaints</b>	Mike Howkins produced a suitable carton that could be adapted to be used as a post-box. The revised form of the PPG report form was noted. It was noted that these were not intended for dealing with individual complaint issues, but more for general patient feedback. It was agreed to try to move to on-line feedback and comments in the future.

		<p>Patient Satisfaction Survey – specifically issued to patients who had an appointment with a Healthcare Professionals other than a GP. JQ tabled a resume of the responses to the Patient Satisfaction Survey. 66% of the responses said that they were aware that they were not going to see a doctor at their appointment. 75% said they were aware of the role/status/job of the clinician they saw. Staff were reminded to inform patients of the name and role of the clinician they were booked in with. All reception staff had been trained to signpost patients to the most appropriate clinician to see at NMC. In general this was operating quite well.</p>
10.	<b>PPG Recruitment</b>	<p>It was considered that the membership of the PPG was about right at the moment. Noting the recent patient letter in the Leicester Mercury it was agreed that MH would approach the patient to see if they were interested in joining the PPG group.</p>
11.	<b>Surgery Issues and Staffing News</b>	<p>It was reported that the staffing had remained stable and that there were no specific issues to report.</p>
12.	<b>Demand and Supply of Appointments</b>	<p>The increased demand for appointments was noted. NMC is trying to be smarter in attempting to meet the demands, utilising digital methods for patient contact. There is an on-line consultation / questionnaire available for non-urgent issues and queries. The practice is also looking into questionnaires for some long term condition reviews, for stable patients.</p>
12.	<b>A.O.B., including this meetings question</b>	<p>Research – Unfortunately, the practice has paused involvement in new research practice and projects, because of work pressures, although there are some ongoing investigations and issues.</p> <p>Healthwatch – This is mainly an information gathering exercise, looking for good positive experiences and sharing good practice. It is expected that the visit will be on Wednesday 1<sup>st</sup> May 2024.</p> <p>This meetings question was:- ‘Where in the human body would you find the medulla oblongata?’ Your medulla oblongata is the bottom-most part of your brain. Its location means it's where your brain and spinal cord connect, making it a key conduit for nerve signals to and from your body.</p>
13.	<b>Date of Next Meeting</b>	<p>It was agreed that the next PPG meeting will be held on Monday 24<sup>th</sup> June 2024, at 5.00 pm, at NMC.</p> <p>There being no further business the meeting closed at 6.15 pm.</p>