**Minutes of Whitwick Participation Group Thursday 22nd April 2021**

Held using Zoom Technology

1. Present: Roy Hill, Jenny Toal, Michael Kirkman, Sarah Chalmers (items 5, 6 & 7 only) Lou Carter, Paul Siddals, Karin Siddals, Sarah Storer, Ray Woodward.

Apologies: Celia Foskett, Bob Reddington. Kay and Ken Hayward

2. **Kirstie Swinfield** was due to give a short presentation but she did not attend the meeting.

3. **Notes of the last meeting, 14 Jan 2021**

These have been circulated, agreed and put on the website.

4. **Matters arising:**

**Action: Karin to continue write articles for the Community Voice.**

**Action:** **Lou to e-mail Gareth Goddard to arrange a meeting later in the year as it needs to be agreed with Sarah C and currently, there is precious little free time for her**.

5. **Practice News:**

Sarah C reported that the vaccination programme is going well and Measham has recently passed the 30,000 mark for vaccinations. A huge amount of surgery time is taken up with booking the vaccinations and they have moved onto the 40 plus age group for first vaccinations as well as the second dose vaccinations.

The practice is still seeing patients with Long Covid but are also managing non-covid health issues with the nurses seeing their patients face to face as normal. The nurses are able to refer patients to see a doctor if they need to. The surgery is also looking at introducing some other routine appointments.

There is still no replacement pharmacist but a pharmacist technician works 2 days a week. She is currently seconded to Measham.

The practice is planning to convert Sarah’s room to a clinic room for use by an Emergency Care Practitioner.

Staff morale is ok despite the pressures of the current workload being mentally draining. The new receptionist has proved invaluable as she has medical reception experience and there are now 2 receptionists on at any one time.

6. **Patients’ communication with the practice**

Paul highlighted the continuing problem that patients experience when contacting the surgery, primarily the long wait time from frequent attempts to get through on the phone. Sarah responded that the new installation dates had been cancelled twice by BT. When it is in place it will provide more incoming lines. It was suggested that the practice could purchase some cheap mobile phones as a temporary solution. Sarah said she would take that back to Dr Virmani. It was asked if patients could leave notes in the post box outside saying that they needed an appointment and Sarah agreed that was a good idea.

Paul expressed his thanks on everyone’s behalf to Sarah, saying how incredibly hard it must still be for the staff on a continual daily basis.

**Action: Paul to e-mail the practice to express thanks and full support for what they are doing under the current difficult circumstances, and outline patients difficulties in contacting the practice.**

7. **Test to Release.**

Sarah said she knows nothing about “test to release” happening at the Clinic. Mike reported that the online notice he had seen has now been taken down, his concern was the advertising of the Practice telephone no. regarding this.

8. **PPG 2021 Objectives & 2020 Self-Appraisal**

Circulated, agreed by everyone and on the website.

9. **Patient Survey:**

Jenny spoke about her ideas for the next patient survey. Given the present situation, she thought questions should relate to the pandemic and how patients are coping through it. Ray said that he has already had feedback where a lot of patients are asking whether the surgery will go back to how it was beforehand. The collection of data was discussed, but this poses many practical constraints such as older patients who do not use the internet, and lack of access to contact details due to GDPR. These make an on-line survey impractical.

It was suggested that something was put in the Community Voice to let patients from our Surgery know that a survey is planned but this could bring input from patients from other practices.

**Action: Jenny to e-mail one page of achievable suggestions for our comments and to be agreed before being sent to Sarah Chalmers.**

10. **Paul/Sarah C**

Paul explained briefly that the 3 CCG’s of Leicester, Leicestershire, Rutland are in the process of being combined into one. This makes it a bit less personal but deals with useful issues.

11. **Information previously circulated but not for discussion:**

Please call or e-mail Paul if you need any more info.

**Action: Paul to email the chair of the NWL Locality group to call a meeting**

12. **Any Other Business:**

Paul explained that we have an opportunity to submit a report to the next Annual Whitwick Parish Meeting on the 6th May as they are asking about information on every local organisation. It was agreed.

**Action: Paul to submit a brief report to parish council**.

13. **Date of next meeting** agreed as 22nd July 2021 at 2pm.