Minutes of Whitwick Patients Participation Group Thursday November 5th 2020

Held using Zoom Technology

Next Meeting January 14th 2021 at 2pm.

1. Present: Lou Carter, Sarah Chalmers, Roy Hill, Michael Kirkman, Sarah Storer, Karin Siddals, Paul Siddals

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

1. The notes of the last meeting held on August 6th were accepted subject to the correction of item 7 to read *‘No immediate action required’.*
2. Matters Arising not on the agenda: **The following have been completed.**

The survey report has been issued electronically.

KS issued the website link for Community Voice articles.

Th**e following are in progress.**

SC has consulted within the Practice regarding Engage on Line. This is now currently on hold since it has proven very user un-friendly and the Practice are continuing with AccurEX which has proved more acceptable, more accessible, more user friendly and is reasonably well received by patients.

SS has looked at the NHS wellbeing website regarding ‘events’ and it seems some of the items may well help the article for Community Voice.

**No further action yet due to Covid-19.**

The survey results have not yet been published on the web-site although the Practice have given their feedback.

1. **Practice News:**

Currently running ‘normal’ services despite having to go back into lock-down. Ibstock and Hugglescte surgeries had to close completely for a deep clean showing the importance of Covid-19 prevention measures. The GP’s are almost fully booked and the nurses are fully booked.

The Practice is researching how to increase its telephone capability. Telephone and video consultations are likely to become a permanent fixture.

The flu clinics went well. Ran out of over 65 vaccines but have now secured enough to clear the waiting list. Struggling to get under 65’s to attend and they have no vaccines for the new age group the Government wants to vaccinate. Stocks might not arrive until late this year or early 2021.

There has been no replacement yet for the pharmacist. Hoping to get a part-time pharmacist technician but they will not be able to prescribe.

A social prescriber (Kirsty Swinfield is working from home but she needs patient consent to enable her to offer help. This has been refused on occasion. The Practice also has a part-time (Monday and Friday am) physiotherapist (Salim Teffahi). This information is available on the Practice Social Media and web-sites.

The Practice is recruiting for a receptionist following a resignation and is hopeful of recruiting two job share staff to ease the load on existing staff.

The Chair thanked the Practice staff for what they have been doing, working under the most difficult of conditions. He will send an email to all staff.

ACTION PS to send and email thanking staff.

1. **Driving a greener NHS.**

Essentially LC has struggled to get reasonable answers from NHS Properties. SC could not attend the recent Building Users Meeting (BUG) although she may get some feedback from Dr. Lewis’ Practice Manager, who did attend. These meetings are infrequent and very short notice is given to SC. It is thought that there are no minutes as such from these meetings.

ACTION: RH to circulate the information with these minutes issued by LC.

LC to email Gareth Goddard at NHS Properties and ask to be invited to the next BUG Meeting.

1. **Patient Survey 2020**

After much discussion it was AGREED that due to Covid-19 restrictions any survey could not be representative of the Patients and therefore it would be held over until 2021.

1. **Meeting notes.**

It was noted that various meeting notes have been previously circulated and two new notes had been circulated that morning namely:

* Information about the UHL/LPT  MSK app.
* An invitation to the next hospital rebuilding consulation

1. **Any other Business:**

It was suggested that the question of what constitutes a quorum for the PPG should be put on the agenda for the AGM. ACTION RH AGM Agenda

It was also suggested that the Social Presciber should be invited to the AGM.

ACTION RH to issue an invitation to the AGM

It was noted that RAH wished to stand down from minute secretary at the AGM. SS volunteered to take on the role with RAH acting as Group secretary including producing meeting agendas.

1. **It was greed the date of the next meeting and AGM would be January 14th 2021 and unfortunately would again be held on Zoom.**