**Draft Minutes of Whitwick Patient Participation Group**

**Wednesday 15th June 2022 at Whitwick Health Centre**

1. Present: Anabel Sharma (AS), Hope Ashford (HA), Roy Hill (RH), Mike Kirkman (MK), Karin Siddals (KSi), Paul Siddals (PS), Lou Carter (LC), Sarah Storer (SS), Ken Hayward (KeH), Kay Haywood (KaH), Celia Foskett (CF), Jenny Toal (JT), Kerry Smith (KSm, for item 2).

Apologies: John and Mirabelle Wilton.

1. Noted that Caroline Moreton no longer works at the surgery.

2. Presentation Kerry Smith KSm (Social Prescriber).

A social prescriber’s role is to offer a one-to-one service to those patients signposted through the surgery, to help them with problems that cannot be treated medically. The aim is to help them help themselves before their problems, such as stress/anxiety, worsen and medical intervention is needed.

This can be through getting them involved with local community projects/ volunteering or finding employment. The posts are funded by NHS England and more patients are making use of this service as it becomes more publicised.

The practice is keen to make the most of the resource and KSm is keen to be contacted. Her e-mail address is [Kerry.Smith2@leics.gov.uk](mailto:Kerry.Smith2@leics.gov.uk). **KSi to put article on social prescribing into the Community Voice.**

3. Minutes of last meeting 16th December 2021 had been distributed and agreed.

4. Matters arising not on agenda.

1) Jenny waiting for next academic year to approach sixth formers to join.

2) Links to online patient survey using the friends and family test have been posted and circulated. The number of responses demonstrated it is a useful tool. It was discussed that patients could be sent a text after their appointment. **AB to share the results with the PCN and PPG.**

3) 2021 appraisal and 2022 objectives circulated and agreed.

4/5) LC asked AS about the environmental footprint of the health centre building and the ongoing issue regarding the heating controls within the building. AS stated that everything is still centrally controlled. LC gave AS a copy of the letter to previous practice manager from 2020 summarising the issues. **LC to liaise with AB and write to NHS property if appropriate**

6) HA explained that a process is being set up so that GP’s can refer patients directly to Hospice Hope.

5. Practice News

AS explained that a new receptionist is starting on 4th July. They are training Kimberly to be a care co-ordinator to follow up test results.

The practice is recruiting their own paramedics 2 clinical days a week as the PCN is struggling to recruit because their contracts are so short term.

Confirmation texts are not always sent for appointments and are sometimes inaccurate. **AS to investigate and ensure that texts reflect is upcoming appointments are face to face or telephone consultation.**

Surgery is moving away from paper prescriptions, mainly being sent directly to the pharmacy.

It was agreed that pictures of all the staff could be put up in the surgery and on the website. **AS to investigate and implement.**

6. It was noted that both Dr Virmani and Dr Bedi have had time away from the surgery due to family bereavements. **AB to ask the doctors to recruit more PPG members who are prepared to be active and are IT connected.** 3 new members would be a good start.

7. Enhanced access surgery (evenings 6-8.30 & Saturdays 9-5).

AS explained that this has been approved by NHS England and will be managed by the PCN. Finances and staffing availability may make it very difficult to implement.

8. LUCC PEG report

JT reported that LUCC has been praised but the PEG needs more members. Charnwood surgeries are unfortunately sending patients instead of seeing them.

9. NHS changes.

PS explained the 46 slides presentation from the NWL GP Federation on current developments. The CCG is being replaced by the LLR ICS (Leicester, Leicestershire and Rutland Care System integrated care system) which will hold the budget for all Health and Social care in LLR.

10. AOB

Hospice Hope will build a new facility on Talbot Lane, Junction Jeffcoats Lane, Swannington.

SS to speak to AS regarding booking the meeting room for a possible McMillan Coffee morning.

11. **Date of next meeting: 2pm 6th October 2022 Whitwick Health Centre.**