Minutes of Whitwick Patient Participation Group

Thursday 16th December 2021 at 2pm via Zoom.

1. Present: Anabel Sharma (AS), Hope Ashford (HA), Roy Hill (RH), Mike Kirkman (MK), Karin Siddals (KS), Paul Siddals (PS), Lou Carter (LC), Sarah Storer (SS).

Apologies: Kay and Ken Hayward, Jenny Toal, John and Mirabelle Wilton.

Noted that Bob Reddington has resigned.

1. AGM.

Chairman’s report – January, April, July and December meetings held via zoom. September face to face at the surgery.

Election of Chairman – Paul Siddals was duly elected. MK noted that the group are very grateful to Paul for continuing his sterling work.

Election of Secretary- Roy Hill was duly elected.

Election of Minute secretary- Sarah Storer was duly elected.

No AOB to report.

1. Notes of the last meeting held on 23rd September were agreed.
2. Matters arising.
   1. KS carrying on with monthly articles for Community Voice, the background colour has been changed as requested for easier reading.
   2. Jenny not here to report about sixth forms and new members.
   3. AS confirmed that Caroline had conveyed praise to nursing and reception staff.
3. Practice News.
   1. Staffing:-

FT receptionists, Lorna & Kim;

Pharmacists, Simran, Klorice & Sadie (technician);

Paramedics, Martin, Graham & Tracy;

Physio, Salim;

Mental health facilitator, Kim;

Midwife, Sue;

Prescribing nurse, Sarah (supports GP’s work complex long-term treatments);

Health care assistant, Andrea;

Systems Administrator, Hope (also being mentored by Anabel to become practice manager);

Manager, Caroline;

Practice manager, Anabel (15 hours a week in a consultancy role).

Social prescriber, resigned. We are unlikely to get a replacement before March.

* 1. Telephone: AS explained that the phone welcome message had been made clearer and shortened to 40 seconds as recommended by the PPG and has since been updated due to Covid. Reception use the telephone to direct patients to the appropriate clinician depending on their needs. **HA to circulate the flow chart used by reception for signposting to PPG members**.
  2. Flu Vaccine: Only a few remaining but those who have not received the flu jab are being contacted by Sarah. House visits are also available.
  3. Covid Vaccine: To double the capacity of the covid boosters by 31st December, Measham to be open 7am-11pm. Only closed 25th and 26th December. The 15 minute wait after jab has been cancelled allowing space for more vaccinators. Practices may close for half a day to release staff to vaccinate. Patients would be able to go to another practice in an emergency.
  4. AS will be staying at the practice for the present due to it not being a good time to re-advertise the post.
  5. The CQC visited to observe the problems with the telephone and reception booking system. The report was all “good”. They identified that, due to the training and changed structure of the clinic, there was no queue and that the phone was answered promptly. The feedback was very positive.
  6. AS said constructive feedback from the PPG is helpful as she meets regularly with the reception and practice teams.

1. PPG new members: PS asked **AS and members to invite enthusiastic and IT connected patients to join the PPG**
2. Initiatives:
   1. It is not currently practical to carry out surveys face to face. AS reported that SystmOnline has functionality for questionnaires. **JT to produce a questionnaire to target certain age groups, circulate to group and send it to AS who can target groups via SystmOnline.**
   2. Website is not up to date. **AS to delete reference to survey and update other areas.**
3. Circulated documents: PS ran through brief summary of which items were worth reading.
4. LUCC PEG: Jenny not present so nothing to report.
5. Annual objectives and self-appraisal: It was agreed to repeat last year’s objectives and add one about working with NHS Property to resolve the issues with the building.  **PS to draft 2022 objectives and 2021 appraisal and circulate for comment.** **AS to ask Caroline to attend the NHS Property user group meetings. LC to persue NHS Property about heating controls.**
6. RH has circulated the Hospice Hope free Long Covid Support information to PPG. PS asked if the Surgery refers patients to Hospice. **HA to find out and report back.**
7. Date of next meeting 28th April 2022. **AS to book health education room and email RH with confirmation of booking.**

**Actions**

1. **HA to circulate the flow chart used by reception for signposting to PPG members.**
2. **AS and members to invite enthusiastic and IT connected patients to join the PPG.**
3. **JT to produce a questionnaire to target certain age groups, circulate to group and send it to AS who can target groups via SystmOnline.**
4. **AS to delete reference to survey and update other areas.**
5. **PS to draft 2022 objectives and 2021 appraisal and circulate for comment.**
6. **AS to ask Caroline to attend the NHS Property user group meetings.**
7. **LC to persue NHS Property about heating controls.**
8. **HA to find out about referrals to Hospice Hope and report back.**
9. **AS to book health education room and email RH with confirmation of booking.**