**Minutes of Whitwick Patient Participation Group**

**Thursday 6th October 2022 held in Health Centre Meeting Room**

**1.** **Present:** Hope Ashford (HS), Roy Hill (RH), Mike Kirkman (MK), Karin Siddals (KS), Paul Siddals (PS), Lou Carter (LC), Sarah Storer (SS), Ken Hayward (KeH), Kay Hayward (KaH), Celia Foskett (CF), Ray Woodward (RW), Phil Jones (PJ)

**Apologies:** Jenny Toal (JT)

1. Our new member Phil Jones was welcomed to the group.

2. Minutes from the last meeting June 15th already distributed and agreed.

**3.** **Matters arising not elsewhere on agenda.**

Lou still to contact NHS property, a list of potential questions to put to them has been compiled and was shared with the group. It was decided to defer this until the next meeting when Hope will be better established.

**4.** **Practice News**

**4.1 Staff**

Hope Ashford is now the Practice Manager, replacing Annabel Sharma and she is getting to grips with her new role. Feedback was given from a patient that Hope is very efficient at replying to e-mails promptly.

Dr Virmani and Dr Bedi are away over the next few weeks following a family bereavement. Locums who are usually called upon in their absence have been booked and all days are covered by a GP.

The new receptionist Tracy is leaving and so the reception will be short until a replacement is recruited. Comments were made by the group as to how friendly and helpful the receptionists are.

**4.2 Communications**

Hope informed the group that a new phone line and broadband would be up and running at the end of next week. Then the surgery message on the phone can be altered to be more current and shorter but retaining items that must be included. This will also mean that confirmation texts for appointments and warning messages about not attending appointments can also be updated.

Engage consult had been used by one of the members of the group and it was noted how easy it was to request a repeat prescription and receive a fast response to messages to the surgery. This will help ease the phone calls to reception when more patients are aware of it. **Hope to put details on the website.**

**4.3 Vaccinations**

Hope reported that the first clinics for Covid and Flu jabs and were very successful. Positive feedback was given by patients who had attended these clinics. 539 Covid and 541 Flu jabs had been administered so far. More stock is being delivered on the 11th and then more dates will be made available via Facebook and the website with links where patients can book themselves on.

**5) PPG New members**

Phil Jones our new member saw the rolling message in the waiting room about the PPG and has joined us. He is keen to be an active member and suggested putting the scope and objectives on the website so interested patients could have an insight into what the PPG covers. **Hope will advertise the PPG on the website for more members.**

**6)** **Macmillan coffee Morning**

Held on 29th September in the meeting room. Not a great no. of people attended but the practice staff and a few visitors enjoyed it and £140 was raised.

**7) ICB developments in LLR**

Paul explained how the Integrated Care Board ICB in Leicester, Leicestershire and Rutland LLR has replaced the 3 CCGs. It will cover all health and social care for LLR and hold the budget.

**8)** **Developments in NWL PCN**

Paul explained how the Primary Care Network PCN for NWL includes Markfield, Measham, Ashby, Coalville, Belton, Castle Donnington, Whitwick and Thringstone. It is managed by the NWL GP Federation which is a company owned by all the GPs in NW Leicestershire. It is being re-organised as the Manager has left and no Locality PPG meetings have been held since June.

**9) Information previously circulated.**

Paul spoke about some of the meetings he has attended or participated in via zoom that may be of interest. He has circulated all the information and slides etc by e-mail to the group.

**10) AOB**

Nothing was put forward.

**11) Date of next meeting and AGM is Thursday 12th January at 2pm.**