# **Minutes of Whitwick PPG AGM**

**Thursday 12 January 2023 at Whitwick Health Centre**

1. **Present**: Paul Siddals, Mike Kirkman, Lou Carter, Roy Hill, Karin Siddals, Celia Foskett, Hope Ashford.
2. **Apologies**: Kay Hayward, Ken Hayward, Jenny Toal, Ray Woodward, Sarah Storer, Phil Jones.
3. **AGM**: The chairman's report in the form of the self-appraisal for 2022 was circulated (see item 14). Paul was elected chair. Roy was elected secretary for 1 year only. Sarah was elected minute secretary. Mike wished the collective thanks of the PPG should be recorded to Paul, Roy and Sarah for doing an excellent job during the preceding year. There was no other AGM business.
4. **Minutes of previous meeting on 6th October 2022**: These were agreed as a correct record.
5. **Matters arising NHS property**: The management of the health centre still leaves much to be desired with problems in cleaning and the inability to manage the heating system locally. If the practice is too hot, the only way to cool it down is to open windows. This is unacceptable both environmentally and for safely treating patients. **Action. Lou to contact Hope in three weeks to arrange meeting with Hope, Lou, Kim, and Caroline to decide how to proceed.**
6. **Phone Lines**: Patients are still struggling to get through sometimes. The welcome message is inaccurate and inappropriate from a patient point of view. Hope can now amend it. **Action. Paul to email hope with the phone message proposed by the PPG.**
7. **Patient’s text**: SystmOnline will not allow two different texts to be sent to patients to differentiate between face-to-face appointments and phone or online appointments. Since there are fewer online appointments now, the standard text will be sent to confirm the type of appointment. **Action. Hope to arrange for an additional text if it is online.**
8. **Online methods to contact the health centre**: Patients can contact the health centre through either engage consult, systmOnline or the NHS app. **Action. Hope to run a training session for the PPG on using these apps at 2 pm Thursday 9th of February in the health education room.**
9. **Practice news**: Many patients still want to see a doctor instead of another clinician. **Action. Karin to repeat for the Community Voice an article about the change in healthcare that results in patients seeing a clinician other than a doctor.**

The doctors can now refer patients to a community pharmacist who can prescribe antibiotics for certain conditions (like a UTI) under the doctors’ guidance. **Action. Karin to write an article on this in the community voice.**

1. **Staff changes**: Kimberly, who was the only receptionist, has been off work recently; so Hope has had to act as the only receptionist. Kimberly is now back at work and a new receptionist, Vicky, has been recruited. Tracy has replaced Andrea as the healthcare assistant and phlebotomist.
2. **The problems in UHL**: The two-week wait for cancer diagnosis can commonly be 6-weeks and occasionally 6 months. All these problems result in the practice wasting time chasing UHL as well as deterioration in patient care.
3. **Process to get care or advice when all appointments are taken**: When there are no available appointments with the practice, the patient should phone 111 or use 111-online to get advice or help. If a patient needs to be seen urgently, 111 will give them an appointment with an appropriate clinician at either Coalville hospital or Loughborough Urgent Care Centre. In the case of an emergency, the patient will be directed to Leicester A&E or an ambulance will be organised by 111. If they patient knows it's an emergency, they should phone 999.
4. **Website**: Hope is to develop this further and would like to change the domain name to clarify which practice we are in Whitwick Health Centre.
5. **Objectives for 2023 and self-review for 2022**: The proposed PPG objectives for 2023 were agreed as those circulated in the document. Some amendments to the self-review were agreed and members have until Thursday 19th February to suggest any other or additions or changes.
6. **Voluntary Community and Social Enterprise Alliance:** It was agreed not to register with this at the present time.
7. **Patient survey**: It was agreed to run a patient survey on a Thursday using the same format as was used in 2019. **Action. Agree a date and details at the next meeting when Jenny is present.**
8. **NWL GP Federation developments**: Laura has been appointed as the new manager and is planning to join a locality meeting some time in February.
9. **Information previously circulated by Chair**: It was agreed that at all the information circulated was useful. However, it is sometimes difficult by looking at the slides to understand exactly what was happening in the meetings. In such cases, the PPG members should phone Paul for an explanation.
10. **Date of next meetings:** Hope has booked the room for the following -

**9th February 2pm at the health centre in the health education room for a training session on using SystmOnline, NHS app and Engage Consult.**

**20th April 2pm at the health centre in the health education room for next PPG meeting.**