**Minutes of Whitwick PPG meeting 20.4.2023 at Whitwick Health Centre**

Present: Roy Hill, Paul Siďdals, Karin Siddals, Kay Hayward, Ken Hayward, Celia Foskett, Phil Jones, Hope Ashford.

Apologies: Lou Carter, Jenny Toal, Mike Kirkham.

1. Minutes of the meeting 12.1.23 have been distributed and agreed and are now on the website.
2. Notes of the training session on NHS App, SystmOnline & Engage Consult on 9.2.23 have also been circulated.
3. **Matters arising** from meeting 12.1.23 and not on the agenda.
4. **NHS properties meeting** with practice staff had not taken place. There has been some improvement in cleaning. Individual radiators can be turned off although heating is centrally controlled. Hope is pushing to get hand dryers fitted in place of paper towels. It was agreed to defer this issue for the time being.
5. **The simplified welcome message** on the phone system proposed by the PPG has been adopted.
6. **Text messages** to patients for telephone appointments will state that the appointment is by telephone.
7. **Articles for the Community Voice** since the last meeting included managing asthma, how to help your doctor to help you, how to look after your mental well-being. It was agreed that Karin would do articles on vaccines, support for dementia carers and the NHS app & SystmOnline. **Action Karin**.
8. **Practice news**.
9. **Staff Changes**. The practice will no longer have a paramedic and Dr Virmani has been off work with a damaged knee after an accident.
10. **Informing patients about the NHS app and SystmOnline.** Hope suggested that the best way of getting this message out was through Facebook and the website**. Action Hope**. It was also agreed that Karin would produce an article on this for the Community Voice. **Action Karin**.
11. **Online appointments** are available only with GPs and the practice nurse. When our clinical pharmacist has completed prescribing training, she will be included.
12. **Website**. It was agreed to include the up-to-date health education articles on the website. **Action Hope and Karin**.
13. **Covid vaccinations**. Following the meeting, Hope confirmed that the practice will carry out covid vaccinations in May for eligible patients. These can also be booked through pharmacists using the national booking system.
14. **Menopause awareness.** Markfield are organising a meeting on menopause awareness on the 27th of April and Hope will advertise this in the practice. **Action Hope**.
15. **Signposting.** Kim, the receptionist, is going on a signposting course to improve support for patients.
16. **PPG Members**. Following the resignation of 2 PPG members, at least 2 put preferably more members are needed. Hope will approach some patients directly and ask them to join. **Action Hope.**
17. **Enhanced Access** appointments are available for an hour and a half every evening and from nine till five on Saturday at either Long Lane or Castle medical group Ashby. Some practices use these appointments much more than others. Hope confirmed that our patients are offered these appointments when none are available in the practice.
18. L**oughborough Urgent Care Centre (LUCC) Patient Experience Group (PEG)** restarted face to face meetings. LUCC has implemented a new triage system using iPads which allows patients to enter their symptoms to be triaged and avoids repeating the symptoms to clinicians**. Action Roy** to circulate Jenny's notes.
19. **Primary Care Network (PCN) PPG. N**WL PCN is administered by the NWL GP Federation. It provides over £2 million of additional NHS services, like enhanced access. The new team structure was explained. The targets for this year are to improve patient access and patient satisfaction. These are in addition to all the normal clinical targets.
20. **Leicester Leicestershire and Rutland (LLR) PPG Network**. The priorities of the LLR Integrated Care Board’s (ICB) for the coming year are catch up post covid, improve relationships with the public & staff, provide equity of access for the disadvantaged, develop technology, develop new clinical pathways, generate confidence, and build new infrastructure.
21. **Information and minutes from the ICB and PCN that had been previously circulated** was listed on the agenda. There were no questions about these.
22. **Support Available**. The Marlene Reed Centre in Coalville offers a variety of support events and services to carers (see their website for details). There is a Singing Cafe available for people suffering with mental health and memory loss on Tuesdays, Thursdays and Fridays in Shepshed, Ashby and Coalville libraries respectively. There are also tea parties available for those with mental health and loneliness problems on the last Sunday of every month from 1-3pm (phone 07875 378628). Lip reading classes are available in Loughborough on a Thursday morning. Social Prescribers can direct patients to these and other available services.
23. The **next meeting will be held at 2:00 p.m. on 14th of September at the health centre**. It was agreed to add “How to better represent our patients” on the agenda. **Action Roy**.