**Minutes of PPG Meeting 11th January 2024 – 2pm – Whitwick Health Centre**

Present: Paul Siddals; Karin Siddals; Celia Foskett; Phil Jones; Roy Hill; Jenny Toal; Dave Rankin.

Apologies: Lou Carter; Mike Kirkman; Ken Hayward; Kay Hayward; Sarah Storer; Hope Ashford.

1. AGM Items:
   1. Election of Chairman 2024 – Paul Siddals was proposed by Roy Hill, seconded by Jenny Toal. Unopposed.
   2. Election of Secretary – Phil Jones was proposed at the last meeting. Unanimous and unopposed.
   3. Election of Minutes Secretary – Phil Jones was proposed. Unanimous and unopposed.
   4. Membership – Paul reported that we have 14 members of the PPG although not all members are active. It was agreed that the PPG message on the rolling screen in the waiting room should be reinstated. – **Action Hope**.

It was also agreed to advertise membership in the Community Voice – **Action Karin**.

* 1. Chairmans Report – Paul had circulated the self-appraisal of the PPG activity in 2023 and the objectives for 2024, which were agreed.
  2. Jenny placed on record our gratitude for Paul’s leadership, not only for the PPG but also for representing our group externally.

1. Notes of Meeting 14th September 2024
   1. These were agreed and approved for addition to website. **- Action Hope**
2. Matters arising
   1. The coffee morning was cancelled, due to illness and the necessity to wear face masks.
3. Practice News – Hope submitted a written update in her absence.
   1. The practice continues to look for land for a new building for the practice. If any of our members have any suggestions, please inform Hope**. -Action All**
   2. The practice is upskilling its staff members. Kimberley has carried out phlebotomy training and is currently assisting Tracy with her clinics. This will allow the practice to have more capacity for patients in the future.
   3. The enhanced access has been changed. This means that we don’t have access to as many appointments as we had previously. The rotas are now based on list size which effectively means that our allocation has been reduced to 2 to 3 appointments between GPs and minor illnesses. So far, there are no restrictions on phlebotomy, dressings, smears and pharmacy appointments.
   4. We continue to work on building our patient list size and recruit more PPG members. It is hoped that if we are able to source a new surgery building, this with help with these initiatives. We suggest that Hope investigate the opportunity to contact other, over-subscribed practices out of our catchment area to see if that is a way to increase practice numbers - **Action:** **Karin to email Hope.**
   5. Staff Changes – Alex joined as paramedic prescriber working in our practice every Tuesday.
4. PPG New Members and Terms of Reference
   1. Paul welcomed new member Dave Rankin to the PPG.
   2. Dave suggested that we include open questions on the TOR for example, any suggestions to improve the practice to be submitted to PPG meetings. It was also recommended that we allow a 'trial / associate membership of PPG so anyone interested can see what we do, and not be put off by the host of acronyms used in many reports.
   3. It was suggested that the signs as we enter the building be made clearer where the reception and waiting area of our practice are, as it it is confusing for new patients – **Action Hope**
5. PPG Objectives 2023
   1. Paul reported that he had received comments and amendments from Mike Kirkman, and he will incorporate these.
   2. Roy pointed out that there was some duplication in the objectives. Paul said these were largely due to us reporting our performance as a group against last year’s objectives and the terms of reference. It was agreed that this was a useful inclusion.
   3. There was discussion about the possibility of introducing a walking group and whilst all felt it would be a helpful addition, there was no-one who was able to run the group.
   4. In summary, all agreed with the PPG Objectives and self-appraisal. Paul will add the necessary edits and then pass to Hope for inclusion on the website. **Action Paul**.
6. Patient Survey 2023
   1. The NHS conducts an annual survey for a statistically representative group from all surgeries. Our practice scored an overall satisfaction score of 77% compared to 71% for the NHS.
   2. Discussion took place to review our scores against other practices in our area.
   3. Our ability to contact reception and obtain appointments was also discussed and it was felt that the new cloud-based telephony was working well, as was the practice’s genuine willingness to help and support patients, including help to use NHS App to book appointments.
7. NWL GP Federation Developments
   1. Paul reported that the last meeting discussion points included the provision of services on Women’s Health; Contraception; HRT; Respiratory support.
8. Information Previously Circulated
   1. Paul provided feedback on the recent workshop he attended on virtual wards in LLR run by the Medicines and Healthcare Products Regulatory Agency. An excellent well-structured session.
   2. A further programme has been organised on Pere-natal Diabetes. There were no volunteers to attend this workshop except Paul.
   3. Paul said that all members of the PPG are welcome to attend the PPG Network Meetings and were encouraged to do so.
9. Items from the Chair
   1. There were no additional items from the chair not previously discussed.
10. Any Other Business
    1. Roy raised the point that there was a sign immediately entering the surgery asking all to wear a facemask. If was felt that the Practice should either enforce this or remove the sign as it is being inconsistently applied by both staff and patients. **Action Hope**.
11. Date of Next Meeting

We agreed to fix the dates for the year for the PPG Group as follows (subject to both room and Hope’s availability). All meetings to be scheduled at 2pm. – **Action Hope**

* + 1. 14th March 2024
    2. 13th June 2024
    3. 12th September 2024
    4. 14th November 2024

**Phil Jones - Secretary**