**Minutes of PPG Meeting 14th March – 2pm – Whitwick Health Centre**

Present: Paul Siddals (Chairperson); Karin Siddals; Celia Foskett; Roy Hill; Dave Rankin; Sarah Storer; Melanie Barlow; Hope Ashford; Phil Jones (Secretary); Keiron Parmer (Guest Speaker)

Apologies: Lou Carter; Mike Kirkman; Ken Hayward; Kay Hayward.

Paul opened the meeting by welcoming Keiron, our guest speaker from Masons Chemist.

1. Pharmacist First Service - Keiron took the group through the principles, processes, and procedures for the Pharmacist First Service (see attached PPT presentation) explaining the clinical pathways for patients. This service will provide appropriate contact points and referrals for patients and is intended to both speed up appointments as well as ensuring that they are processed through the appropriate level of clinician. The presentation was widely well received and appreciated by all in attendance. Patients can self-refer to Masons, be referred by the practice or by 111.
2. PPG Membership – Paul welcomed Melanie to the group for her first meeting. Paul also noted the sad passing of Derek Howe. Derek was instrumental in formulating the PPG at Whitwick Health Centre and made a significant contribution to the Group in the early days of its formation.
3. Notes from the previous meeting held on 11th January were agreed as a true record.
4. Matters arising.
   1. Rolling Screen – VDU – Paul asked if the VDU could be returned to the patients waiting room. Hope agreed to speak to Dr Virmani – **Action Hope**
   2. Community Voice - Karin agreed to advertise the PPG at a future article with the Community Voice magazine – **Action Karin**
   3. Grow Patient List – Hope pointed out that the priority within the Centre was focussed on relocating the premises and it was important that the patient list didn’t exceed the current capacity of the Practice. They were however happy for the patient number to grow naturally.
   4. Entrance Signs – Now completed.
   5. Hope clarified the status of mask wearing within the surgery. It is not compulsory to wear masks, and this continues to be a personal choice.
5. Practice News
   1. Development Plans – Hope updated the group with the latest progress on plans to potentially relocate the Surgery. A meeting had been held with local Council Planning to look at a potential plot on Leicester Road. The plans for this development have been submitted to the Architects. There were a significant number of obstacles discussed at the meeting with Council Planning and this plot may prove to be too expensive. The group were encouraged to suggest potential plots if they became aware of any new opportunities. – **Action All PPG Members**
   2. Hope reported that all the team were now in place and were performing well. Hope received positive feedback from members of the PPG about the current staff members relating to recent contacts and experience. Hope was asked to thank the staff for their contribution to the improvement in these service levels – **Action Hope**.
   3. Hope explained that Dr Batchelor is a long-term locum covering Mondays, Fridays, and holidays. This helps the practice to ensure that there is always at least 1 x GP available during surgery hours usually Dr Virmani; Dr Bedi or Dr Batchelor. Although Dr Batchelor is a locum GP, she also makes significant contributions to the running of the Health Centre and is popular with patients.
   4. Website – There were no updates on the website.
   5. PPG Meeting Dates – Hope explained that she was unable to attend the meeting scheduled for the 14th of November – This meeting was rescheduled to the 7th of November – **Action All to Note**
6. Loughborough Urgent Treatment Centre – As Jenny Toal was not in attendance at the meeting this item was deferred.
7. Information Previously Circulated – There were no questions relating to these articles.
8. Five on Friday – It was noted that not all PPG members received regular copies of ‘Five on Friday’ articles which are issued by the Integrated Care Board. **Action Paul** to circulate a copy to Melanie, Sarah, David, and Phil with details of how. They can then ‘subscribe’ and will receive their own copies going forward.
9. Items from the Chair.
   1. End of Life Care – A discussion was held on the approach by the Surgery to patients on End-of-Life Care. Hope provided the group with the approach which is adopted by the Surgery, including end of life care plans and respect forms.
   2. Risk Stratification – Paul has circulated the details of the zoom meeting on risk stratification. This helps the NHS decide what services are required locally including such considerations as demographics and geographical area.
   3. Paul circulated details of a PPG Network Meeting to be held on 28th March, by zoom that is open to all PPG Member who would like to attend.
10. Any Other Business
    1. Sarah suggested the group be invited to a social lunch, potentially at St Josephs Tea Rooms. This will be held on 18th April. All PPG members to confirm their availability to Sarah – **Action ALL PPG Members**.

Date of next meetings: 13th June. **Action Paul** to ask a representative of Bright Hope to attend. 12th September and 7th November.

**Phil Jones - Secretary**