**Minutes of PPG Meeting 13th June 2024 – 2pm – Whitwick Health Centre**

Present: Paul Siddals (Chairperson); Karin Siddals; Celia Foskett; Roy Hill;

Ken Hayward; Kay Hayward; Lou Carter; Hope Ashford; Phil Jones (Secretary).

Apologies: Dave Rankin; Melanie Barlow; Mike Kirkman; Sarah Storer.

Membership: Estelle Sandles has resigned.

1. The minutes of the previous meeting held on 14th March were agreed as a true record.
2. Matters arising from the previous meeting.
   1. Rolling Screen v VDU **– Hope is continuing to speak to Dr Virmani and Dr Bedi with a view to reintroducing the VDU screen into the patients waiting room –** **Action Hope.** Excellent videos on health issues are freely available to educate patients**.**
   2. Five on Friday – Phil confirmed that he is now receiving the weekly five on Friday updates. No confirmation has been received from Sarah, Dave, or Melanie.
   3. St Josephs Lunch 18th April – Karin confirmed that the lunch held at St Josephs was a success and should be repeated at some point in the future.
3. Practice News.
   1. Practice Staffing – Hope reported that the Practice have recruited a Nurse Associate, Kirsty who works all mornings. Kirsty commences with her own patients this week. She has no permanent workstation in the practice but can use various rooms with all of her equipment on a trolley.
   2. Kim is trained to take bloods when required.
   3. Ear syringing has recently been re-introduced into the practice.
   4. Development Plans – No site has yet been identified and Hope has engaged some estate agents who will notify her of any new opportunities.
   5. Website – Social Media posts continue to be placed onto the website. **Hope agreed to circulate phone social media posts to PPG members by e-mail** - **Action Hope.** The practice has just purchased a web design package and Hope is continuing to develop the website.
   6. Statistics – Hope reported that in May, there were 1129 face to face appointments; 445 telephone consultations; 45 DNA (did not attend). The DNAs accounted for 7 hours of wasted staff time.
   7. Discussion was held relating to the naming/branding of the Practice. It is currently ‘Whitwick Health Centre.’ This causes some difficulties in the reception area as they take too many calls which need redirecting to the Tailor, Patel practice.
   8. Paul asked how the Practice interact with ‘ACHE’ (Academy Community Health Experts). ACHE provide specialist services on Dermatology, ENT, pain management, Cataracts and Minor Hand services (for e.g. Carpal Tunnel). Hope reported that ACHE was not part of the practice, but the GPs do refer patients to them to provide specialist services. Hope pointed out that PCL (Patients Care Locally) hold the diagnosis contract and they triage patients to specialist providers.
   9. Paul asked how our Practice guards against patients who have had a serious episode being missed through initial contact. Hope pointed out that the Practice carefully triages all patients to ensure by questioning that they have the correct referral. There is a process in place to ensure that any errors or potential errors are categorised as an SE (Significant Event). Any SE would by thoroughly investigated, followed up and lessons learned.
   10. Phil asked if the introduction of Pharmacy First has had an impact on the number of appointments in the Practice. Hope reported that, whilst unquantified, there had been a positive impact on the Practice. Hope also pointed out that the relationship with the Pharmacy, Masons, was extremely good.
   11. The group had a discussion on the provision of Physio services and in particular the number of telephone Physio appointments. Hope informed the group that Face to Face Physio appointments take place at Long Lane surgery and this referral process is working very well.
   12. **The group would need to rearrange the meeting scheduled for 12th September. This was rescheduled for 19th September.** **All to note and Hope to book the room**
   13. Discussion was held on a potential speaker for the next PPG meeting. It was agreed that **Hope should approach Jo Lock (the cancer care co-ordinator from the Primary Care Network). Action Hope.**
   14. Hope suggested Karin considers the following items for future Community Voice articles: Registration Process online; Social Media Platforms; Flu Jabs dates. Karin thanked Hope for these suggestions and would consider writing these articles. Karin pointed out that the articles were generic for all GP Practice although our practice is an example of best practice.
4. Celia and Paul reported on the visit to Bright Hope House. Bright Hope House, formerly Hospice Hope, is not a Hospice. It provides support through social day care and non-medical services. Attendees can access it for up to an 8-week period. They can attend either by referral from their GP or self-referral. They do provide Counselling services although there is a 6-month waiting period for these and they must be referred by their G.P. There are rooms for complementary therapies a hobby room, meeting room and the quality of the building was excellent.
5. Information Previously Circulated by Paul.
   1. The minutes of the LUTC meeting. Without Jenny’s attendance, this item to be carried forward to the next meeting.
   2. World Patient Safety Day, 17 September – Paul pointed out that this had been very good last year and is worth attending this year.
   3. PCN Network – No further questions.
   4. Broomleys surgery have organised walk in Holly Hayes Wood on 26 June and all our patients are invited. There was no one in our interest for our group able to organise a similar event.
6. AOB – Nothing
7. Date of next meetings 19 September 2.00pm and 7 November 2.00pm

Phil Jones – PPG Secretary.