Minutes of PPG Meeting 19th September **2024 – 2pm – Whitwick Health Centre**

Present: Paul Siddals (Chairperson); Karin Siddals; Jenny Toal; Sarah Storer; Hope Ashford; Ken Hayward; Kay Hayward; Lou Carter; Celia Foskett; Dave Rankin; Roy Hill; Phil Jones (Secretary).

Apologies: Mike Kirkman.

Membership: Melanie Barlow has resigned from the group due to work commitments.

1. The minutes of the previous meeting held on 13th June were agreed as a true record.
2. Matters arising from the previous meeting:
   1. Rolling Screen – Hope reported that Dr Virmani wishes to keep the current rolling screen. Paul suggested that we keep the existing rolling screen for calling patient in and have a separate VDU screen which shows current healthcare information and advice. Hope will continue to review potential integrated packages and see what other practices do. Any solution must be cost effective.
   2. Five on Friday – Sarah and Dave now confirmed they are receiving the ‘5 on Friday’ information on email.
3. Practice News:

Practice Staffing:

* 1. Hope reported that both Beth (Pharmacist) and Kirsty (Health Associate) will be going on maternity leave in January 2025. We will be looking to replace the Pharmacist role with maternity cover. However, s the Health Associate role is a shared role, this will not be replaced during maternity leave.
  2. Dr Batchelor has left the practice and relocated to Scotland. Dr Batchelor’s shifts have been covered by; Dr Bedi working alternative Mondays; Dr Barrett working alternative Mondays; Dr Mayes working every Friday.
  3. Hope informed the group, that the Practice was going to cease the Physiotherapy Service.
  4. Sarah is going to increase her shifts to 5 days per week.

Development Plans:

* 1. Hope said that she is currently in touch with architects discussing a development on Leicester Road. They are also considering ‘The Club’ across the road from the existing Health Centre, although the major obstacle is likely to be parking availability. There was a discussion as to how the PPG can help with the Development Plans. Jenny will write to Amanda Hack, MP for NW Leicestershire. All members were encouraged to use whatever contacts they may have to lobby for support from the parish council and NWL District Council. **– Action All**

Vaccination Programmes.

* 1. The influenza clinics have now been organised and will take place on 5th October 2024 for those that are eligible.
  2. The Practice is not yet aware of how many COVID vaccinations will be available. Once this is known they will attempt to link these appointments to the influenza clinics if possible.
  3. RSV – Respiratory Syncytial Virus. Hope informed the Group that all should have been contacted re this vaccination. There was some concern that not everyone had been contacted, so Hope agreed to double check this had happened**.** Hope also agreed to check on the consistency of the NHS app messaging against the Practice information. **– Action Hope**
  4. Infants – Hope confirmed that invites had been issued for nasal vaccinations and the responses had been ‘hit and miss.’

Website

* 1. Paul pointed out that the Website was out of date and inaccurate. For example, the COVID information from 2022 is still there. Celia pointed out that Hope was not included in the Management lists. All PPG members were asked to let Hope know of any further inaccuracies. Hope will review the Website when possible. **– Action Hope / All PPG Members**

Air-Mid

* 1. Celia asked if the Practice used the Air-Mid service which allowed patients to add comments and amendments to their on-line Medical Records. Hope was not aware that any patients had the potential to amend their Medical Records and would investigate this. – **Action Hope**

1. LUTC – Loughborough Urgent Treatment Centre
   1. Jenny informed the group that she had been involved in a recent LUTC Patients Survey and will be following this up to see if the results of the survey had been actioned.
   2. Jenny confirmed that if patients were unable to complete the survey online, they would receive support to do this.
   3. Paul asked Jenny to circulate the last minutes of the meetings of the LUTC PEG and ensure that all future minutes were circulated to all our PPG members. **– Action Jenny**
2. Support for Deaf People
   1. Jenny talked about how she felt that deaf people suffered from discrimination and lack of thought on communication. She felt that the NHS had been failing deaf people in many ways. Discussion was held on ways that the Practice could improve its communication and access for deaf people, including mobile phone’s speech to text facility.
3. Welcome to the Practice
   1. Jenny asked if the response, when patients rang the bell on the reception area could be more immediate, by acknowledging they had heard this call. Hope said that she was willing to help in any way she could regarding this. Paul pointed out that the accessibility and signing in process was good.
4. Items for Community Voice
   1. Karin reviewed the items for the past 3 years of Community Voice. Hope felt that the health items in the articles were excellent and there was a good mix of health and general issues.
   2. Karin asked for any suggestions for future articles. It was suggested that Karin considers RSV and an article on general vaccination programmes throughout the year for all age groups.
   3. Roy suggested that ‘technology in healthcare’ would be a useful subject for the Community Voice.
5. Patient Safety Event
   1. Celia reported on the articles that were discussed at the recent Patient Safety Event including;
      1. The impact and consequences of poor patient communication
      2. Responsibility for communication on health and treatment
      3. Imaging
      4. Brain Pathway
      5. Together against cancer
      6. Rainbows
      7. DHU Sepsis
      8. Central Access Point
      9. Mental Health treatment access
6. Upcoming Events
   1. Paul talked through upcoming events; ICB AGM 26 Sept; PPG Network 26 Sept (Zoom); PPG Network 3 Dec (face to face at NSCPP) and pointed out that all PPG members were invited and welcome to attend.
7. Paul suggested that we get a speaker on sepsis from DHU for the next meeting to be held on 7th November and the group thought this was an excellent idea. – **Action Paul**

Phil Jones – Secretary 23rd September 2024