

NORTHFIELD MEDICAL CENTRE (NMC)
PATIENT PARTICIPATION GROUP (PPG) MEETING
Monday 19th May 2025, 5.00 pm, at NMC

In attendance:

Jean Voller (JV) – Chair, Mike Howkins (MH) – Secretary, Jen Quilter (JQ), Dr Sabina Badiani (SB), Marian Broomhead (MB), Bill Stevens (BS), Jackie Collington (JC) and Robin Potterton-Orton (RPO)

ITEMS		
1.	Welcome	Jean Voller to the meeting.
2.	Apologies	Apologies for absence were received from Lyn Fox and Ian Sykes. Rachel Webb – It was noted that Rachel has had changes in her working hours and could not guarantee that she could attend PPG meetings, but she would like to be kept informed. To remain on the mailing list and act in an advisory capacity. Rachel will be still be receiving and monitoring the patient queries sent via the QR code and forwarding them to the meeting chair prior to each NMC PPG meeting
3.	Notification of items of A.O.B.	The issue of notification of the late running of appointments was raised. It was noted the patients could always ask at reception. The matter of pharmacies being fully aware of the full list of items in a prescription was raised. NMC issues a prescription with all the requested items present. Sometimes there can be confusion in the pharmacy if the pharmacy does not have all requested items in stock.
4.	Minutes of previous meeting held on Monday 10th March 2025	Agreed. All matters on the agenda.
5.	PPG Locality Meetings and similar	There had been a variety of such meetings, but there was no attendance at such meetings to report.
6.	Northfield On-line	No extra issues to report.
7.	NHS/DC/ICB Initiatives	No issues were suggested for taking up. There were a wide range of initiatives that come on the NHS list of topic areas that could be taken up by NMC. To review whether there are any initiatives that we felt could be taken up as something that the PPG could have taken on board to pursue.
8.	Flu, Covid and RSV vaccines/boosters	The Covid booster programme has nearly been completed.
9.	PPG Initiatives	The matter of enquiries at reception at around 11.00 am blocking patients trying to make a booking at the reception for an afternoon appointment was suggested. Did the surgery still issue numbered ticket for those turning up to try to book an appointment? It was noted that the numbered tickets were no longer used. There is a QR code for making feedback/queries for consideration by the PPG. A paper version of the feedback form will be made available on request. PPG newsletter- to review.
10.	Surgery Issues and Staffing News	There is a new pharmacist, Meera Uppal, who has joined the practice team. Also a new pharmacy technician will be joining the practice on 1 st July 2025, to enhance our in-house pharmacy team.
11.	A.O.B. and this meetings question.	Appointment access – increased use of triaging. The matter of abuse of reception staff, acting in both a face-to-face and telephone mode, was noted. This was obviously not acceptable and could make staff stressed. It was noted that patients could be stressed. The various ways of dealing with these issues was noted.

		<p>The on-line question and answer system was noted.</p> <p>The following issues were raised via the QR code:-</p> <ul style="list-style-type: none"> a) 'When it is 11 am put up a sign saying only people who want to book appointment go to the desk at that time. Otherwise people ask other questions then and the people on the phone get appointments instead as you get stuck behind them.' b) 'Implement online appointment booking e.g. via AskMyGp, Systemonline or NHS App. AskMyGp is used at South Wigston Health Centre, and it is super convenient. While there is a contact form via the NHS app, the answers are normally to book appointments over the phone or they send you a link to book. Having a direct option to book an appointment would so much time.' <p>NMC is reviewing booking of appointment options and procedures for patient access.</p> <p>This meeting's questions:-</p> <ul style="list-style-type: none"> a) Where is your pollex? – your pollex is your thumb. b) Where are the Islets of Langerhans – they are in the pancreas <p>There being no further matters to consider the meeting closed at 5.50 pm.</p>
12.	Date of next meeting	Monday 28 th July 2025, 5.00 pm, at NMC

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