

# PATIENT PARTICIPATION GROUP MEETING MINUTES

TUESDAY 3<sup>rd</sup> DECEMBER 2024

**Present : Jane Rudon, Kerrigan Rudon, Irene Gwizdala, Susan Moore, Stewart Hill, Gwen Thompson, Amanda Williams, Ian Buehring, Margaret Msimbe, Linda Haigh, Vicky Hill and Aaron Mann. V Williams - via Teams**

**Apologies: Dr Mukadam, Roy Birch, Blessing Yeboah, Akram Ajmeer.**

NOTES	ACTION BY
<p><b>GROUP MEETING</b></p> <p>Jane Rudon opened the meeting and welcomed all members.</p> <p>There were apologies from Dr Mukadam, Roy Birch, Blessing Yeboah and Akram Ajmeer.</p> <p>Six people responded to an initial invitation sent out to patients aged 16-24 years to join the PPG. It was hoped two would have attended the meeting today.</p> <p>A discussion was held about how best to reference individuals, it was decided acceptable to use first names but not surnames.</p> <p><b>2. MINUTES OF THE LAST MEETING HELD ON 22nd OCTOBER 2024</b></p> <p>It was agreed that the minutes were an accurate record of the meeting. Ve asked about being able to view minutes of previous meetings. Aaron agreed to make them available on the website.</p> <p><b>3. MATTERS ARISING</b></p> <p>Concerns were raised over so many admin / reception staff receiving training at the practice but then moving on to positions elsewhere instead of staying on at the practice. Vicky explained that current staffing is stable and that this is a general problem for all GP surgeries.</p> <p>Dr Matthew is retiring on 31<sup>st</sup> December 2024, however will return on a reduced session basis from 1<sup>st</sup> April 2025.</p> <p>Jane thanked Gwen for the work she had done on a poster to advertise non attendance at appointments. Several versions of the poster were viewed. It was pointed out that the cost of missed appointments is approximately £30 per appointment.</p> <p>New patient health checks have been a specific problem. New patients now have to attend these in order to complete registration as a new patient and be able to book a doctor's appointment.</p> <p>Ve suggested putting verbal comments onto the "phone waiting" instead of having music played. Aaron is to look into this.</p>	<p></p> <p>AM</p> <p>AM</p>

Klair is to provide Gwen with data on DNA. Once December data is received then a whole year will be available to display.

It was suggested that the patient name on the screens in the waiting rooms is left on display for a longer time period. Aaron has already actioned this from 4 to 15 seconds.

Vicky commented that most NHS IT equipment is no longer fit for purpose and that Practice managers are making NHS England aware of this.

#### **4. STAFFING UPDATE**

There has been an interview for an additional GP.  
A Social Prescriber is employed by the practice.  
The Primary Care Network helps to fund additional roles within the practice.

#### **5. PRIMARY CARE NETWORK**

Currently Manor leads our PCN. We will wait to see what the new government decides regarding PCNs.

#### **6. CARE QUALITY COMMISSION**

There is a new CEO

#### **7. REPORT FROM PPG NETWORK**

Jane reported from the recent meeting.  
There was a discussion about gluten free products, their availability and cost.  
Currently only bread and flour are available on prescription.

The health minister is working on a 10 year plan. There will be an extra network meeting in January to discuss this. Ideas for improvement to the NHS can be fed back through "Have your say".

Leicester City has a Winter Plan to try to alleviate the pressure on A&E. Self-care, using the right service at the right time, working on moving patients out of hospital and into community care are all part of it.

Vicky commented that teaching about how to deal with minor issues do not seem to be taught in schools any more.  
There was a suggestion to add ideas for self-care to the winter newsletter.

#### **8. COMPLAINTS AND PLAUDITS**

There have been many plaudits.  
An ongoing complaint has been settled.  
A number of patients use Friends and Family to feedback about their appointments.

#### **9. SIGNIFICANT EVENTS**

The telephone system has gone down several Mondays. Vicky to look at getting out of the current contract as it does not finish until end of 2026.

**10. NEWSLETTER**

Vicky to confirm that information has been received from Susan.

To include:

Winter care – with links.

Pharmacy First reminder

**11. DATE OF THE NEXT MEETING**

The next meeting will take place on Tuesday 28<sup>th</sup> January 2025.

**12. ANY OTHER BUSINESS**

There being no other business Jane thanked the PPG members for their presence and closed the meeting.

Happy Christmas!