

3rd February @ Whitwick Health Centre commencing at 1pm prompt

Minutes of the Locality PPG meeting 3/2/2020

Ground Rules

This meeting is not a forum for individual complaints and single issues.

We advocate open and honest communication and challenge between individuals.

We will be flexible, listen, ask for help and support each other.

We will demonstrate a commitment to delivering results, as a group.

Silence indicates agreement – speak up, but always go through the chair.

All views are valid and will be listened to.

No phones or other disruptions.

We will start and finish on time and stick to the agenda.

1. Welcome, present and apologies. Alan

Present : P Johnson, R McDermott, R White, N Muttimer, K Wesson, A Bourne.

Observer C. Kendall (Markfield)

Apologies: J Cooke, B Milner, C Mason, C Neilson.

Jake was unable to attend the meeting (see attached information)

4. Individual Practice updates:

Markfield

1 AGM last week all objectives met 2019 except information on PPG membership still in progress.

2. Sub gp set up to look at improving patient access to appointments etc and developing an Implementation plan with the practice over a 12 month period.

First stage a. Employed 2 pt receptionist to replace a full time post gives more flexibility .

b' Call waiting system for appointments just installed. Another no all other calls.

c. Patients who have received letter to book an appt will be given a date when they call.

3. Facebook page just being set up to provide live information as well practice information as a social media initiative

4. Clinical pharmacist starts this week (1day)

5. Copd pack which was included with the agenda is now available for all newly diagnosed patients (my personal goal)

6. On Line Prescriptions ...PPG members have been in the surgery during the year to encourage patients to sign up resulting in an increase from 20% to 27% over the year.

7. As part of becoming a Dementia Friendly Practice a 1/2 day on feb 12th with a speaker will take place for all practice staff , PPG members and a letter has gone to all carers to invite them to attend

Whitwick

PPG members met for a Christmas lunch to further improve team working.

The integrated locality group has been disbanded and the last Loughborough Urgent Care Centre Patient Experience Group meeting was cancelled.

The PPG objectives for 2020 have been agreed and the self appraisal for 2019 has been completed and agreed. All objectives were met and all the terms of reference have been achieved. For a copy contacts paulsiddals@talktalk.net or see practice website.

Castle Donington

Exploring dementia cafe. Nutritionist exploring these methods for treating HRT considering lack of normal availability , new telephone system being investigated.

Objectives to be discussed at next meeting and agreed.

Long Lane

Nothing to report other than new practice manager to start soon(. (David Marks).

Castle Medical GP

Fundraising group getting 4k from Assura to install dementia friendly signage. Date of patient survey to be confirmed. Have 18000 patients now North St closed. It was easier to integrate their patients as the practice had been overseeing it for 6 months.

Hugglescote

Premises and Car Park update. NHS & Landlord now involved. Long and protracted discussion which has led to further delays. This month should provide further news.

Fund Rising Christmas Fayre Day (Cakes/Coffee/Books/DVD.s/Raffle) on Saturday 8th December 2019 at Hugglescote Community Centre. Father Christmas in attendance for the children. It raised £1181 towards the cost of the Defibrillator, Body Mass Machine and Centrifuge. With the success of previous events we are now well on our way to raising the funds required.

The practice Facebook and Web Page continues to provide a good source of information. Newsletters are now published quarterly. Coffee morning still a success.

We are taking part in a project called GP Quick Starts which helps GP practices to be more productive. We have been looking at patients who attend the surgery more frequently.

Befriending Service has been widely advertised on behalf of Age UK>

Belton There has been tension between the Practice and PPG currently only 2 members left. CPR training before Christmas was successful.

5. A.O.B None

6. Date and time of next meeting Monday 11th May @1pm

Please send a copy to me of your updates prior to the next meeting .

I look forward to seeing you all then.