**In Attendance:**

Cliff Kendall (CK), Laura Gibson (LG) – Practice Manager, Nadine Kimberley (NK) – Practice Staff, Roy Isbell (RI), Jacqueline Walker-Sutton (JWS), Louise Wright (LW), Mary Pepper (MP), Angela Berry (AB), Rosie Woodland (RW), Robert Quiney (RQ), Yogesh Thacker (YT), Kam Kooner (KK)

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| **Subject** | **Description** | **Raised by** | **Action by** |
| **Welcome & Apologies** | Welcome by CK as acting Chair. Introductions from those attending Apologies received from Alan Bourne (AlanB) Gail Massey (GM), Daryl Pascall (DP), Patricia Hardy (PH) and Madeline Burrows (MB). | CK |  |
| **Appointing/****Voting of Chair, Vice Chair and Secretary** | CK reminded the Meeting that in consequence of Alan B’s illness the election of Officers had been deferred to this Meeting. Those offering themselves for election were himself (CK) for the post of Chair, Roy Isbell (RI) Vice Chair and Jacquie Walker-Smith (JW) as Secretary. CK thanked RI and JW for standingAs there had been no further nominations and CK asked the Meeting to formally approve the election of the above nominees, including himself as Chair. The Meeting unanimously approved their election. | CK | ALL |
| **Minutes from the last meeting** | Minutes from the meeting on the 28th of March 2024 were approved and signed by CK | CK |  |
| **Matters Arising** | **1.Alan B**: LG and AB gave updates on Alan B’s health and that he was convalescing at home. RQ read an Email from him thanking those who had stood for Office. The Meeting unanimously asked that their best wishes be passed to him.**2.CPR Training Evening 25th April 2024**RQ reported on very successful evening with over 50 attendees. He thanked the PPG members for their very good support. He had circulated a Report identifying areas for future improvement and these, together with those mentioned at the Meeting would be considered for action in the future. He has also spoken to a previous speaker and has met with Gary Bustin the Markfield resident who suffered a Cardiac Arrest in late January, who is keen to support future events. RQ and CK stated that in future such events should be structured to enable PPG promotion and contact with the public.**3.Masons Pharmacy Service Changes** CK reported that he had met with Mark Benoit (MB) of Masons Pharmacy to discuss community concerns on various matters raised by PPG members. MB explained that community pharmacies had been subjected to a substantial reduction in their funding from the NHS to the extent that many were closing and those remaining open, including the branch in Markfield had to review their costs. This has meant a reduction in staffing levels and longer queues than patients are used to. Also under review is the free provision of dosette boxes or equivalent compliance aids which in future may incur a charge of £5 per dispensed prescription which many other pharmacies already charge for. | LG/AB/RQRQCK/RQCK | LG/AB |
| **Chair’s Report** | **1.NWL Locality Group**CK said he had met Pauline Johnson, Chair of the Locality Group and agreed to attend the next PPG Chairs meeting on 18 June to assess whether there was any value in attending these meetings on a regular basis, especially given that no minutes are produced. Also, the ICB PPG Network meetings appear to have stopped so little local NHS information is available from this source at present.  **2. Terms of Reference (TOR**): CK and MP last reviewed this document 5 years ago and CK said he felt it now needed an update which he said he would carry out as a background task and would welcome assistance from anyone else who might be willing to volunteer. **3. Steering Group (SG):** The purpose of the SG, comprising CK, RI, JWS and RQ, is to help improve the focus of the PPG and identify topics for full meeting consideration. It is anticipated that other PPG members could periodically be co-opted to this small group for their specific knowledge or skills. The first meeting of the SG has yet to be arranged but is expected imminently.   | CKCKCK | AllCK |
| **Member’s Update** | **1.Communications:** RI reported on several topics:1. The creation of the new PPG Gmail address, for which user protocols will need to be established
2. The Google drive capacity and best utilisation
3. Efforts to resolve issues with the NextDoor social platform
4. Rejuvenation of the inactive Comms Planning Group – with topics such as a Facebook social media group and a PPG webpage
5. Support for PPG members struggling with technology

RI to update the next Meeting with details of progress on these topics **2.Practice Communications:** links with the Practice were discussed to support Practice staff to assist patients struggling with the NHS App, book appointments, online consultations and repeat prescriptions.The Congregational Church was suggested as a venue for an NHS App support session due to screens and a capacity of 50 people.Consideration to be given to a possible NHS supported drop-in session, patient identification, registration of interest, group sessions, the Practice patient database.Communication with patients without digital access requiring paper information needs to continue to be catered for.  | RIRI/LGABAB/LG/RIAB | RI |
| **Practice Update** | **1.COVID vaccination** spring booster are being offered to all housebound, care home and three learning disability home patients. Eligibility criteria being over 75s and severely immune suppressed. Starting next week until the end of June for around 80 patients. Appointments for all patients at other hubs (Long Lane in Coalville / Castle Medical in Ashby). 119 is for booking appointments on the phone. NHS England is sending letters and texts.**2.MMR catch up vaccinations** being offered following the recent breakout as a two-dose course taken four weeks apart to patients over the age of 40. Practice suggests 4500 registered patients aren’t fully vaccinated but doesn’t reflect the paper recorded vaccines. Gradual texts to offer the vaccine, but uptake is low to date with 100 patients booked in. Above average for children’s vaccination.**3.Promoting Active Together**, being funded by councils, aim to get the information out in the community around the different services offered. Services at Coalville and Whitwick Leisure Centre, Markfield Community Centre and walking football in the park. The ICB has funded the LLR (Leicester, Leicestershire and Rutland) “Joy” app for local services for patients to visit to engage with activities, at present has limited local activities.**4.The cancer care co-ordinator** Jo is planning future meetings to discuss the cancer pilots for the year. Cervical screening uptake was significant following a focused contact approach. Need to focus on breast and bowel screening as uptake is low, calling non-responders to find out the obstacles.**5.In House Training** focus on the NHS app, and another topic towards the end of the year.**6.Age UK** put up an alcohol support stand, and were able to speak to a few patients with positive feedback.**7.Meeting with Landlord** is booked with the Landlord to look at refurbishment and extension options.**8.Armed Forces Veterans** liaison is ongoing**9.The Call Screen and Information Board**, the current equipment is beyond repair and requires replacing and undergoing a cost comparison.**10.Simran (Pharmacist Monday-Wednesday),** is leaving in next 2/3 months for role in Nuneaton as Senior Pharmacist. Interviewing in late May for replacement. Aarti, who covers Thursday and Friday, wants to do more, and we have two other people that are interested in joining.**11.Two new extra registrars**, Dr Wong until August and Dr Rachel Smith has returned for a year. Dr Amit Patel has done his training as an educational supervisor. Positive feedback from existing and past patients for Dr Wong and Dr Vijay.**12.Pharmacy First** restrictions and eligibility for antibiotics (urine infections 16/18 to 65 females, licensed to prescribe antibiotics for suspected infections. Over 65, require a sample sent away).**13.Other staff**; Have a social prescriber Amelia that visits in the community and Natalie that has an interest in dementia reviews, care plans and home visits. Laura has tried to get ADMIRAL nurses for funding for Dementia nurses. | LG |  |
| **A.O.B.** | **1. Meeting Minutes**: RI had been asked if these are published. Approved minutes are posted to the Practice Website and the PPG noticeboard. Use the PPG page on the Practice website was discussed**2. The Pharmacy:** the quantities of dispensed medicines was raised. The possibility of a separate queue for purchases was suggested. **3. The Memory Café**. LG to send a reminder text. There is capacity for 15 (have 8 members at present). Practice has 75 registered patients.**4. Updating of Practice Notice Boards**: This is done for each new campaign and old items are removed.The main PPG board in the waiting room, is regularly updated. Use of the second board in the Lobby and the use of the Lobby will be discussed in future.**5. PPG Meeting times:** RQ asked for these to be reviewed to help PPG members present and future.**6. Practice surveys,** “Friends and family” texts are sent by the Practice apprentice following appointments, feedback has increased from 0/1 responses a month to over 250-270 per month and is on the website. | RILGRQLG | AllAll/MBLGLGAllCK/All |
| **Next Meeting** | Thursday 18th July 2023, 1.00 pm at Markfield Congregational Church.  |  |  |