**MARKFIELD PATIENT PARTICIPATION GROUP**

**Meeting Date:** Thursday 17th October 2024 **Location:** Markfield Congregational Church

**Meeting start/finish:** 13:00/14:50hrs

**In Attendance:**

Chair - Cliff Kendall (CK), Secretary Jacqueline Walker-Sutton (JWS), Practice Manager, Laura Gibson (LG) Angela Berry (AB), Rosie Woodland (RW), Robert Quiney (RQ), Patricia Hardy (PH), Yogesh Thaker (YT) and Corinne Palmer (CP) Clinical Practitioner (by invitation).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **Subject** | **Description** | **Raised**  **by** | **Action by** |
|  | **Welcome &**  **Apologies** | Welcome by CK  Apologies received from Alan Bourne (AlanB), Vice Chair Roy Isbell (RI), Louise and Mark Benoit (MB)  The Chair reminded the group of the ill health retirement of Gail Massey from the PPG. Secretary to send letter of thanks for her contribution on behalf of the PPG. | CK  CK | JWS |
| **2a** | **Minutes from**  **the last meeting (17th July 2024)** | Approved by CK, seconded by RQ – minutes were signed.  It was requested that Minutes be circulated not more than two weeks following the meeting to enable members to accurately recall particulars of the meeting and raise any changes in good time. Apologies were offered by the Chair for his tardiness of the distribution of the July Minutes.  JWS advised that action owners from this and future meetings would be emailed separately to ensure clarity of action and due dates. This was agreed as useful. | CK  RW  JWS | JWS  JWS |
| **2b** | **Matters Arising** | **Steering Group Membership**  The Chair clarified his role as member of the Steering Group following a request by RW. Essentially this is a monitoring and coordination role to support progress of PPG activities between meetings. There is no duplication of effort. | RW | Complete |
|  | **Terms of Reference**  The Chair confirmed that there has been no action since June 2024 and that his intention is to complete this task not later than the 16th of January 2025 meeting. JWS to follow up with RQ and CK to ensure action complete. | CK | CK and RQ  JWS to support |
| **3b** | **Guest attendee** | **Clinical Practitioner** Corinne Palmer (CP)  Welcomed and introduced to the PPG meeting by LG.  CP was a front-line paramedic for a number of years before supporting out of hours clinics conducting home visits and using enhanced skills.  CP:   * has worked for the last three years in primary care and has been well supported by LG and the practice during this time. * is permanently contracted to operate at Markfield Medical Centre and is employed by the Federation of 12 Practices. * is extending her clinical knowledge by taking a Master’s degree at De Montford University on Wednesdays each week and is available at the MMC the other four days of the working week. * is formally registered as a clinical practitioner by the Health Care Professionals Council.   It was confirmed that patients can request access to a clinical practitioner when they contact the surgery. For clarification, Corinne is not a member of the MMC nursing team.  The PPG was advised that Catherine, (Nurse practitioner), does more of the enhanced diabetes and hospital type care in the community. | LG | For information |
| **3a** | **Practice Manager’s Report** | **Respiratory Syncytial Virus (RSV) rollout**  LG explained that the new national scheme for RSV rollout started in September this year which MMC supported by implementing vaccination clinics. MMC also borrowed a vaccination ‘van’ as a pilot opportunity. Approximately 100 patients attended the vaccination van parked at the Community Centre. Vaccination plans for next year are being discussed. It was recognised by the MMC that Markfield patients need the opportunity to have access to such clinics in Markfield (rather than travel further afield). | LG | For information |
|  | **COVID and Flu vaccinations**  MMC is currently delivering COVID and flu vaccinations at the surgery and home visits. During the period 5-16th October 2024, 1363 Flu and 920 COVID vaccinations were given to patients. LG noted that the uptake for COVID vaccinations was higher than expected. Large clinic schedules have been arranged for this week (14-19th October).  JWS offered thanks to the MMC team for the organisation and support in helping to make this process work well for patients.  AB mentioned that some people had to wait some time for the vaccination. LG explained that most people arrived early for their appointment which had been arranged for one vaccination i.e. Flu. It was only known the MMC at very short notice that the COVID vaccine would also be available, and this inevitably caused some slight delay, but most people were seen within 15 minutes of their appointment time.  **Vaccine clinics for shingles** etc: the individual clinic will issue reminders as individuals become eligible.  **Staff changes:** Karen is an HCA who will be starting on the 5th of November 2024 and working 4 days a week. Karen previously worked at Ibstock surgery.  Rhona has now left. |  | For information |
|  | **Surgery updates** LG advised the meeting that Markfield Medical Centre had come in the top 10 in the Leicestershire, Leicester and Rutland (LLR) area for patient care. LG attended a recent meeting at Beaumanor Hall to discuss with the other 9 practices what best practice they employed. The general feeling of the Beaumanor Hall attendees was that if the practice has a good ethos and trusted clinicians then patients are more likely to be satisfied with the care they receive.  Data for the award was taken from local and ICB patient survey.  LG advised that the LLR website has photographs with attendees/certificates which could support an article. JWS to draft the article. |  | For information  JWS/LG |
|  | **GP action update**  LG confirmed that she had circulated the slides previously shared with attendees of the recent meeting at MMC. Received with thanks.  BMA campaign: LG confirmed that the practice GPs are not keen to make big and bold changes but propose to have a staff meeting to discuss.  LG suggested that the team may consider reducing number of appointments recognising that the practice wants to be seen to stand by the request for action.  LG advised that other practices have taken stronger action including total triage and reduction of appointment numbers. |  | For information |
|  | **Educational Event**  The recent educational event was really successful. Learning point is that patients arrived and most appeared to expect a talk. Most felt the content was a bit general and there were not enough clinicians for about 40 patients.  Next educational event will be about ‘Women’s Health’ in January 2025, and the clinical team will do a talk. RB advised LG to expect a higher number of attendees including partners. |  | For information |
|  | **NI research delivery network**. The PPG was offered the opportunity to hear about the topics being researched (RSI level 2 ; 5 studies per year are completed). In response to a question by YT whether the PPG has an influence on topics, LG confirmed that the PPG does not have an influence on topics chosen. The PPG agreed not to accept the offer at this time. LG will advise Juliet. |  | LG |
| **4** | **Chair’s Report** | **Steering Group Meetings**  Last Steering Group meeting held on the 6th September 2024, CK advised there was nothing new to report.  [Post meeting Note: See Vice Chair and Secretary’s reports for updates on projects.]  **North West Leicestershire (NWL) Locality Group Meeting– 13th August 2024**  The Chair attended but there was nothing of significance to report. The next meeting is scheduled for the 29th October 2024.  [Post meeting clarification by the Chair:  The last meeting was held at Whitwick on 13 August and while CK attended this meeting, there was nothing particularly significant to report. The next meeting is due to be held on 29 October and it is understood that agenda items are likely to include GP Action, GP Patient Survey Results and Loughborough Urgent Care Centre PPG representation.]  **ICB PPG Network Meeting**  The Chair did not attend the last meeting therefore there was nothing to report.  [Post meeting clarification by the Chair:  CK said he did not participate in the recent Zoom ICB PPG meeting, so he had nothing to report. The next face-to-face meeting is expected to be held in December, but a specific date has yet to be confirmed. CK to notify RW when a date is known as she is considering attending. Face-to-face meetings are usually held quarterly at the NSPCC centre, but interim Zoom meetings are held periodically. CK said that any topics he feels would be of particular interest will be circulated to PPG members.]  For information: The PPG/ICB meeting is four meetings every three months and one in four is face to face. | CK  CK  CK  CK | For information |
| **5** | **Vice Chair**  **Report** | CommunicationsPPG CommunicationsEmail The PPG Email address is ‘***ppgmarkfield@gmail.com***’ and has redirects to the steering committee members. There has been no traffic on this or the old email address since last meeting. Data Storage All of the folders on the Google Drive have now been shared with the Chair and the Secretary and as yet no feedback has been received as to how well they are able to utilise these folders to store documents and PPG related data.  Once this test has been completed, the file naming convention will be finalised and full use of the drive will be made, with additional shares created as PPG Members who require access for projects will be arranged. This will include any legacy project documents e.g. the Defibrillator project managed by Robert Quinney. Branding & Templates The PPG Logo is already in use from a branding perspective and is a play on the Markfield Medical Centre logo.  Some templates have already been created and more will be created and used as they are needed. Future Activities  * To fully utilise the drive for storage of all PPG documentation and data. * To test and set up sharing arrangements on a project basis.  Practice CommunicationsPatient Calling and Information Screen The new patient calling, and information screen has been installed and has started to be used by the medical staff, however feedback suggests that there is still some fine tuning required as some staff are still calling in patients manually.  The information element requires looking at, during a recent visit the messaging on using sunscreen was displayed, suggesting we are not yet maximising the facility. It is also suggested that the length of some of the videos or messages are too long and that patients are only getting to see a small amount of the messages that could be displayed were the individual messages shortened.  The fact that the practice did so well in the patient survey, I would suggest should be a key message to be displayed. NHS App *(This is to look at what the PPG may be able to do to encourage use of the App).*  No action on this since the last meeting. Web Site & Social Media *(This is to establish a web and social media group to explore how best these might be utilised for information)*  No action on this since the last meeting. The first meeting for the Web & Social Media Group has yet to meet. Armed Forces Veterans *(This is to identify and support local veterans, as the practice has now become a member of those practices who are Veteran friendly.)*  Research is ongoing on how best to identify and work with local veterans and the practice. This will likely be through a Veterans Breakfast Club, however since reaching out to the organisers of these events, no response has been received. This will be chased. Future ProjectsThe Great PSTN Switch Off *(This is to look at the implications for patients, especially those who do not have broadband.)*  The overall plan is to put a pack of information together that can be given out and if required an information evening may be set up. We also hope to include the basics on the display facility within the practice.  No action since last meeting.  **Digital inclusion**  *(This is to investigate patients who do not have access to or are technology literate to obtain greater access to patient services.)*  The plan is to link this to a National Campaign on Digital Inclusion and utilise the outcomes of the national work to feed into us at a local level.  No action since last meeting. Digital Support for Care & Carers *(This is to look and produce plans, advice, and guidance on available technology and how it might be utilised as part of an overall care strategy.)*  The plan is to create a document detailing what has been provided in the case of a 91-year-old female whose family are not able to provide full time care and need to connect remotely. Having received feedback from a number of individuals who have witnessed what has been set up for one recipient, it is clear that detail on the facility would be welcomed.  No action since last meeting. | RI | For information  CK/JWS to formally respond  For information  Complete  For information |
| **6** | **Secretary’s Report** | MMC/PPG campaigns for 2024/5As previously mentioned, JWS has met with LG to discuss collaboration for three main campaigns which are to run from November/December 2024 to April 2025. The three campaigns broadly are: **Keeping mentally well in winter**  **Keeping physically well and keeping the New Year’s Resolutions**.  **Moving well for health** which will include a section on Statins (what they are and why we are encouraged to take them) and link with Active Together and Steady Steps.  Each of the campaigns does have foundation in the wider NHS campaigns but will be tailored to suit our local population. A draft plan will be created and there will be lots of opportunities for the PPG membership to support each campaign.  The campaigns will also reference community led projects such as Memory Cafe etc.  LG to consider monthly invitation to Memory café as part of campaign. | JWS  JWS  JWS | For information  JWS/LG  All  For information  LG  JWS/LG/  Steering Group |
|  | JWS will work closely with LG to clear and improve the lobby area of the MMC. JWS will draft items for the Herald and other media for LG and the PPG to review/approve relative to these campaigns. |
| **7** | **AOB** | **Acupuncture** - LG affirmed that there is no intent to offer acupuncture from the practice. | AB | Complete |
|  | **Church Display** – concern raised re numbers of 50 for insurance purposes. RQ will put up a table for Defibs and H&B gave an award last year. RQ will have large version of map of defibs in the village using logo for Markfield PPG. And will provide short historical article. AB will be there to support.  Consider new PPG handouts for next year. | RQ | RQ/AB  Steering Group |
|  | **Christmas tree event**  Accepted for providing a tree. Theme this year is Christmas customs – home and abroad. RQ is currently considering a Japanese theme. Please let RQ know if you can offer help or ideas. | RQ | All |
|  | **Bereavement counselling** was requested by a patient/relative and advised that this service was not available to people over 65. LG advised there is a referral service available. LG to confirm and feedback to the PPG. | AB | LG |
|  | **Well Man/Well Woman** appointment frequency and when does it stop. LG advised that there is an NHS health check for people who do not usually attend the GP and is every 5 years. LG to check the criteria and advise the PPG. | PH | LG |
|  | **Date of next meeting** | The next meeting is on the 16th of January 2025 and will be the Annual General Meeting for the PPG. Please be reminded that the three current officers’ positions will be available for re-election, or election. The Chair will issue information prior to Christmas for the election of officers. | CK | CK |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Item | Action | Owner(s) | Due by date | Progress |
|  | PPG Secretary to issue draft Minutes within two working weeks of the last meeting | JWS | 10.11.24 |  |
|  | PPG Secretary to email action owners within two working weeks of last meeting | JWS | 10.11.24 |  |
|  | PPG Secretary to send letter of thanks to Gail Massey on her retirement from the PPG | JWS | 10.11.24 |  |
|  | Terms of Reference draft document to issue to PPG membership prior to Christmas 2024 in readiness for approval at AGM | CK/RQ | 22.12.24 |  |
|  | Article for media re: MMC achieving top 10 status to include photograph as per minutes | JWS/LG | 2.12.24 |  |
|  | LG to advise Juliet not to attend PPG at this time | LG | 21.10.24 |  |
|  | CK/JWS to formally advise RI re: access and use of Google Drive folders | CK/JWS | 16.1.25 |  |
|  | Draft plans to be collated and shared with PPG membership for health campaigns | JWSLG/ | 12.12.24 |  |
|  | LG to consider monthly invitation to Memory Cafe | LG/AB | 1.12.24 |  |
|  | Clearing and updating the lobby area of the MMC with relevant campaigns and local support materials | JWS/LG | 1.12.24 |  |
|  | JWS to draft items for the media re: health campaigns | JWS/LG/Steering | 2.12.24 |  |
|  | RQ requested support for Church display | RQ/AB | 10.12.24 |  |
|  | Steering Group to consider new handout materials for next year | Steering Group | 16.1.25 |  |
|  | Christmas tree event ideas and themes to RQ | RQ/All | 12.11.24 |  |
|  | LG to advise on route for Bereavement counselling signposting from MMC | LG | 12.11.24 |  |
|  | LG to advise on frequency and criteria for Well Man/Woman clinic appointments | LG | 12.11.24 |  |
|  | CK to make available information necessary for re=election/election of officers to PPG in readiness for the AGM in January 2025. | CK | 20.11.24 |  |