

Castle Mead Medical Centre

CASAG PPG Notes 10/06/2024 6pm to 7.15pm Hinckley Site

Meeting Minutes

Venue: Hinckley

Confirmed Attendees: Nick Cameron PM, Karen Lucas, Julie Chambers, Heidi 'H' Baxter.

New Members: No new Members

Apologies: Dr Julia Patterson, Derec Whale, GP Partner, Steve Budd, Geoff Hart, Carmelina Neilsen, Jenifer Michie, Jane Henderson, Kate Ashmole, Leslie Gent, Jennifer Haines

Key:

CASAG = Castle Mead and Stoke Golding Action Group

PPG = Patient Participation Group

ICB = Integrated Care Board

DNA = Did Not Attend

1. Welcome and Introduction from Chair – KL

- **KL Confirmed that we had not had any new members for the month of May.**
- NC said he had received a couple of potential new members from Registration forms but he doesn't like to pass them on straight away to KL because he hasn't had chance to review beforehand.
- NC also thought that with the introduction of 4 new members last month thought he would like to ensure we retain members by ensuring the group is settled and proactive and that all members are involved. Unfortunately, only 3 members attended.
- KL was disappointed with the turn out and would speak to members during June to see when we could do to improve the turn out.
- Due to illness and work our New PPG Secretary JH wasn't able to attend again. HB Said that she would be willing to take on the role with training. KL said that she will contact JH to see if she is still ok to be secretary and feedback at the next meeting. NC took the minutes for this meeting and will do so until JH is able to come back.

2. Review of Minutes from Previous meeting reviewed and confirmed.

- **Project 1** – Priority project Improving Patient Communication Throughout the Practice
 - Some development around Facebook and the newsletters
- **Project 2 – Promotion of an Open Day/Evening - NEW PLAN** - In the meeting it was felt that rather than just promote wellbeing we should have an Open Afternoon/Evening where all patients were welcome to attend and find out more about the practice, its staff and educate about the services we provide and do not provide. **Stalls for consideration:**
 - Mens/Women's Health Promotion and 18+. Mental Health awareness week is on May 13th to 19th and this could be a date for us to target.
 - Carers
 - Children's and Young People Events,
 - Mind/Age UK
 - LGBGT+
 - Veterans Friendly Accreditation
 - Social Prescribers
 - Health and Wellbeing

- **Covid Vaccinations** Details of Covid vaccination clinic **Hinckley May 11th and Stoke May 13th.**

CASAG. Thanks were given to KL / JC for give out recruitment leaflets at clinics and for efforts

with PPG T-Shirts etc. At Hinkley we vaccinated 403 and Stoke 109 not including all household and Care Home Patients on top.

3. **New Member Recruitment –**

Due to the poor turnout for the meeting a lot of the discussion turned back to how we can improve numbers. We went through the details previously discussed and highlighted areas where we can go again:

- Aiming for 20 (Current Members 12)
- Recruitment Days and Adverts should be organised – Upcoming Flu Clinics and other events
- NC has 4 requests from new patients who he will contact and pass on to KL once consented.
- We should look to do a recruitment afternoon KL said she would speak to members to see who is available.
- A new Recruitment poster was put up in strategic places round the surgery. It was decided that we should saturate patients by advertising and attaching a promotional poster that is created.
- A new patient leaflet that was created by Dr Squires May was handed out to patients.
- NC has spoken to Jenifer from Stoke and has already added a recruitment slot in the Stoker.
- We should look at Radio, Local papers and even Leicester Mercury for free advertising.
- Documents added to reception and to the website.
- The Rock – We discussed their Future Advert and KL to confirmed we would need to provide them with Pictures and Content and then we are good to go. KL also mentioned the Roundabout publication which she would look into.
- **Stoker Advert** – It was discussed that the space we have in the Stoke should be looked at to see if we can get something bigger in by June. JM provided NC with details.

4. **Project No 1 Update:** Improvement of Patient Communication:

- **New Website** – We are having a new website and it is under construction as we speak. Should be ready the start of July.
- **Revamped Practice Newsletter** - This was produced regularly at the start of last year. New edition ready for end of June and use racks in reception to promote.
- **Digital Screen at Hinckley** – Has had additions and the group felt more positive about it.
- **Notice boards** - Notice boards have been updated and we have a lot more information on them.
- **Facebook:** We are adding ½ items per week to Facebook we deem important. These are also replicated on our website, noticeboards and will be in our newsletters.
- **New Patient Leaflet and**– Will be added to all communication avenues for patients.
- **New Services Document** - Will be added to all communication avenues for patients.
- NC still need to speak to the handyman about the **'you said we did'** board has been identified where the Telephone is. He has earmarked some time to do it.

5. **Project No 2 Update:** Development of Practice Open Day

It was decided that due to the number of PPG who attended we couldn't really plan or start organising the open day in September as discussed last month.

- Thursday September 12th is our September Closed for training and might be a day to aim for. NC said we just need to be careful that we don't affect our ability to ensure staff get access to training opportunities.
- Mens/Women's/Young Peoples Health Promotion.
- Health Promotions.
- Social Prescribers
- Health and Wellbeing Hinckley Health Centre
- Carers
- Children's and Young People Events,
- Mind/Age UK
- LGBT+

6. **Patient Updates / Questions**

- **JC - College Art Proposal** – JC asked if she could open up a discussion with the local art college to hang their work in the surgery. NC said he thought it was a great idea and would find an appropriate area. The walls in the surgery have art in it that has been on them for years and a

discussion would be needed if we were looking at storing it to make way for something different.
JC will speak to the college.

- **KL - Scooters / Wheelchair access** – KL asked about changing the configuration and area for the Scooters / Wheelchair access. She thought that the leaflet rack is being blocked and is also difficult for scooters to park. Could we look at moving Leaflet Stand. NC thought the area where the hatch is would fit the rack and will arrange to get it moved and tape off the scooter /Wheelchair area.
- **KL - Reception Queues** – KL thought we need to look at where patient's que to access the reception counter as it blocks the door. NC agreed and thought the que should come around the other side of the barrier. NC will look at improving signs so patient start queuing more appropriately.

7. Practice Updates / Reviews

- **General Practice Improvement Programme Update** – We have enrolled on an NHSE Programme Designed to improve Access for Patients.
- **Friends and Family Data** - We are required contractually to send out F&F requests to patient for review. Patients will start to receive these more regularly in the future and the responses can be discussed in PPG meetings. Data Not discussed and moved forward.
- **Complaints Data** – Data Not discussed and moved forward.
- **New Staff Name Badges** – Discussed and will be ordered.
- **DNA Figures** - Data Not discussed and moved forward.

8. Next Meetings - July 8th Hinckley - August – Summer Break - September TBC