

Castle Mead Medical Centre

CASAG PPG Notes 15/04/2024
6pm to 7.15pm
Hinckley Site

Meeting Minutes

Venue: Hinckley

Confirmed Attendees: Nick Cameron PM, Dr Julia Patterson GP Partner, Karen Lucas, Julie Chambers, Derec Whale, Geoff Hart

Apologies: Carmelina Neilsen, Jenifer Michie, Steve Budd, Jane Henderson

New Members: No new Members

Key:

CASAG = Castle Mead and Stoke Golding Action Group

PPG = Patient Participation Group

CCG = Clinical Commissioning Group

ICB = Integrated Care Board

DNA = Did Not Attend

RCGP = Royal College of General Practitioners

1. Welcome and Introduction from Chair – KL

2. Minutes from Previous meeting reviewed and Actions to be confirmed.

- Due to illness New PPG Secretary JH wasn't able to attend so NC took the minutes for the meeting and his notes from the January meeting have been taken as minutes for the January meeting.
- Actions from the meeting centred around the proposed Wellbeing Day project at the surgery to promote mental health. However due to the current low number we have had a numbers we have had of late we decided to postpone the use this meeting to reboot the PPG (CASAG) and concentrate on recruitment planning.

Details of Project 2 – Promotion of a Wellbeing/Mental Health Day/Week:

- At our meeting in November we decided that developing a Mental Health day in April/May would be something the group could really put their efforts into.
- Although the original decision was mental health it was felt focusing on MH might actually reduce the number of people that physically attend a planned event due to the stigma attached to Mental Health. We should look at incorporating it into a health and wellbeing umbrella.
- The target audience should be 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.
- Facebook posts should be developed to promote the group to the younger audience.
- **Jen has sent through the following service links:**
 - <https://www.leicestershire.gov.uk/education-and-children/schools-colleges-and-academies/teen-health-11-19>
 - <https://www.youngminds.org.uk>
 - <https://www.mind.org.uk/for-young-people/>
 - <https://www.leicspart.nhs.uk/mental-health/resources/conditions/young-people/>
 - <https://www.leicestershire.gov.uk/education-and-children/social-care-and-supporting-families/children-and-family-wellbeing-service/mental-health-and-wellbeing-support-for-children-and-families>
 - <https://www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health/leicester-leicestershire-rutland/>
- **Other national Days for consideration** - Carers Day, McMillan's Coffee Morning, Children's and Young People Events, Mind/Age UK/ Charity, National Wheelchair Day/Greif awareness week.

- **LGBGT+:** In January the surgery are about to start the process of becoming an Pride Practice which promotes safeguarding and mental health in our LGBTQ+ community.

3. **New Member Recruitment**

Due to the current low numbers, we have had a numbers we have decided to use this meeting to reboot the PPG (CASAG) and concentrate on recruitment planning.

- No new recruitment in since January however NC has 6 requests from new patients who he will contact in due course.
- A new Recruitment poster should be created advertising the PPG so it can be put up in strategic places round the surgery. **'ITS YORU SURGERY HAVE YOUR SAY'**

ACTION NC to look at new recruitment poster.

- It was decided that we should saturate patients by advertising and attaching a promotional poster that is created.
 - Bulk texting
 - Facebook
 - Website
 - New Interactive Screen
 - JX Board to have an advert on it
 - Newsletter

ACTION NC to speak to staff about making changes above

- A recruitment afternoon is to be planned which members who attended said they would all be at to promote the group.
- We should look at Radio, Local papers and even Leicester Mercury for free advertising. **Action - KL and JC to look into free adverts.**
- A new patient leaflet has been created by Dr Squires May and that has a section on the PPG which can be handed out to patients.
- NC has spoken to Jenifer from Stoke and has already added a recruitment slot in the Stoke.

4. **Project 1 – Priority project for 2024:**

UPDATE – Improving Patient Communication Throughout the Practice

- **Communication Development:** We feel there has been a definite improvement throughout January 2024 however we would like feedback moving forward.
- **Notice boards:** Notice boards have been updated and we have a lot more information on them.
- NC has spoken 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.
- **Facebook:** We are adding items to Facebook we deem important. These are also replicated on our website, noticeboards and will be in our newsletters.
- **New Digital Screen:** NC has been updating things on it. JC suggested that we put up a sign to say it can be accessed and used. **NC to put up a sign.**
- **Website:** As up to date as it can be atm.
- **Friends and Family:** 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.
- JC said that she provided so staff feedback through the F&F test and wondered if that was fed back to the staff. NC said whilst all comments are shared with staff F&F being anonymous is a little harder to distribute however can be done. **NC Action** – to ensure results/comments to be shared with staff monthly as well as at CASAG mtgs.
- **Newsletter:** This was produced regularly at the start of last year. NC will reboot with a practice one which includes a PPG article rather than trying to do a joint one. Change colours monthly and use racks to promote.
- **New Patient Leaflet and Services Document to be implemented** – NC/JP showed the group a document that we have created (idea from another surgery) and made our own. Patients liked the idea especially the part that told them what we don't do in General Practice

5. Practice Updates

- **Veterans Friendly Accreditation** - The practice has just been given a Veterans Friendly Accreditation. This will be proudly displayed at the front of the surgery alongside our LGBTQ+ Pride Accreditation presented in January.
- **Rebuilding General Practice** – There was a discussion about some material that has been created to try and help patients understand why GP needs help and try and add some balance to some of the negative media coming out about GP surgeries. The general consensus was that the material was very interesting and it was felt using some of the stats in it to help other patients understand the facts would be good.
- **Content is in the link below:**
https://nhssos.org.uk/?fbclid=IwZXh0bgNhZW0CMTEAAAR0sAsOVOfNKA1-IYEuAw7829fui5bOUzKskOP2CwjH_HshfYrI50PuLEIo_aem_ART15IKW0gIT-H4wdDES1LV0nIHDIrhtyRySz1edFThhJ7mtUAVc5JZplaikaRcFpkeTuFLpRxb1XLzLlIoSLecJV
- **Covid Vaccinations** NC confirmed that we would be again providing a one off Covid vaccination clinic in Hinckley and another in Stoke Golding for eligible patients – **Hinckley May 11th and Stoke May 13th. CASAG members agreed to volunteer and give out recruitment leaflets at vaccine clinic and PPG members on Sat 11th May at CMMC.**

6. Next Meetings

- May 13th 6pm to 7pm at Stoke Golding
- June 10th Hinckley
- July 8th Hinckley
- August – Summer Break
- September TBC