

Castle Mead Medical Centre

CASAG PPG Minutes 23.06.2025

6pm to 7.15pm

Hinckley Site

Confirmed Attendees: Nick Cameron PM, Karen Lucas, Leslie Gent, Glenda Bloxham, Brenda Sharpe, and Steve Budd.

New Members: None

Apologies: Julie Chambers, Helen Staniforth, Susie Goodlad, Jennifer Haines Dr Julia Patterson, Tony

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 Wished everyone a warm welcome.

2. Review of Men's Health Awareness Project

- We discussed the Men's Health Event and summary document that happened on Monday June 16th

Event Overview

 **Event Date:** Monday 16 June

 **Time:** Access from 13:00 | Presentation started at 13:15

Let's talk. Let's check. Let's care - Together, **Castle Mead** is helping men feel **seen, heard, and supported**.

As part of **Men's Health Week (9–15 June)**, Castle Mead Medical Centre hosted a focused **Men's Health Awareness Event**, proudly led by the **Castle Mead Patient Participation Group (CASAG)**. The aim was to **reduce the stigma around men's health issues**, particularly prostate health, and to **empower men to engage in conversations** with their healthcare providers.

Presentation Title: *Understanding Your Water Works*

Key Topics Covered:

- Lower Urinary Tract Symptoms (LUTS)
- Enlarged Prostate (BPH)
- Prostate Cancer: awareness, statistics, and signs
- Erectile Dysfunction (ED)
- What to expect during a GP appointment
- Open Question & Answer session

Confidential Chat Sessions:

Following the presentation, attendees had the opportunity for a brief **1:1 private consultation** with a clinician — a valuable and well-utilised offering.






Key Aims and Promotion

- A focused approach allowed the event to centre around **Prostate Cancer**, avoiding information overload and promoting deeper understanding.
 - **Target Audience:** Male patients aged 50–75 were invited through direct outreach and clinic-wide promotional efforts.
 - Posters, digital messaging, and social media were used to boost engagement throughout **Men's Health Week**.
 - **Use of AI** was embraced throughout the process and helped create the advertising posters, the feedback forms and this project summary.
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What Happened on the Day

- **PPG Teamwork:** Male PPG members welcomed and advised male attendees, while female members supported general patient flow and temporary reception duties.
 - **Setup:** The reception area was transformed into a welcoming venue with a seating layout, providing comfort and privacy.
 - **Clinical Input:** The session was co-led by **Dr Dockrell** and **Dr Brown**, both of whom dedicated time from their schedules to share valuable insights.
 - **Breakthrough Moments:** Once the first question was asked, a wave of engagement followed, transforming the session into a powerful and spontaneous **Q&A forum** that encouraged open and honest discussion.
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The Results

-  **42 men attended**
 -  **100% found the event useful**
 -  **100% said they would recommend a future event**
 -  **90% said they had a better understanding of men's health after the session**, compared to 40% before
 -  **98% reported feeling more confident** in booking a GP appointment to discuss personal health issues
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Teamwork and Collaboration

In addition to the Castle Mead team:

- **PPG members** played a vital role in coordination, attendee support, and maintaining a welcoming environment.
 - **Cameron Peach**, Care Coordinator from the **Hinckley & Bosworth Federation**, attended and promoted their new Men's Health Clinics at Centre Surgery.
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Conclusion

This event was more than just informative — it was **transformative**. It showed how a focused, local initiative can **spark meaningful conversations, build trust, and improve health outcomes** for men in our community.

What's Next?

Following such a strong response the plan is for, **more themed health events**, to be organised.

3. Event Feedback:

Positives:

- Feedback from PPG members matched the overall positive feedback from patients who attended. All of the patients who left received information about the PPG and NC also promoted it at the end of the event.
- The main reception area set up was well received although there was a lack of chairs due to not fully knowing the number of attendees.
- The screen would be set up at the top end of the reception area so attendees have their back to the main entrance and are not distracted.
- Cameron the Federations Care Coordinators contribution was positively received.
- Other positives were the use of video and AI to promote the event and create posters.

Operational considerations for the next event:

- The general principle of Male member of the PPG will be around to advise male attendees and Female PPG members will help Marshall other patient who come into the surgery and help them access our temporary reception at the side corridor was acknowledged however it was felt that the event was attended by too many PPG members who did not have roles. Next time we should plan roles for PPG members, so they are not surplus to requirements.
- We also need to ensure we understand the weather and plan for either hot or cold sessions. Windows need to be open for summer to allow for air.
- We won't run sessions in the winter due to the cold.

The PPG would like to start working on a future session tailored to other health concerns relevant to our patient population. Plans are underway to build on this momentum with **additional campaigns and events**, including further videos and targeted health weeks.

- Discussions centred around a future women's event – There was a discussion about menopause and HRT however NC suggested that we wait until Dr Patterson is able to attend to discuss the next event when you are there because she would be the best person to discuss clinical women's issues that are on trend at the time.
- Whatever we discuss the event should follow a similar format to the event on the Monday as it was well received from staff as well who didn't feel like there was any issues with patients.
- We need to understand how to use our Social Prescribers, H&B Council and other ARRS roles next time.
- Headings for boards and potential future areas for an event are:
 - Patient Participation Group
 - CASAG - Castle Mead and Stoke Golding Action Group
 - Mens' Health
 - Womens' Health
 - Childrens' Health
 - Research

4. PPG Development – becoming more self-sufficient.

- NC Started a discussion about the PPG becoming more self-sufficient.
- Members of the PPG asked what that would look like and NC said that he has always envisioned the PPG liaising directly with the patients without any practice staff input and feeding back to the practice via the meetings. Almost as another set of eyes and ears.

- Newer members of the PPG really didn't know how much scope there was for this and what they could do without crossing some kind of line.
- Example of things that have been previously done were the practice becoming a Dementia friendly practice, Car parking and creating more space for mobility scooters. Both of these topics came from direct correspondence and brought to the meeting for discussion and outcomes were successful.
- The discussion moved onto how we could start that type of direct discussion with patients. One development to trial a PPG clinic in the surgery every 6/8 weeks where a couple of members of CASAG would come into the surgery and speak to patients and take on board any feedback and report to the meeting for us to take away. These sessions would be promoted on notice boards ,Facebook, the website and in the next newsletter.
- NC will order PPG Badges so patients know who they are and the first sessions were sorted. July 10th would be BS / KL / LG and August 21st 10am to 12 noon would be would be SB / GB
- We could also ask Suzie and Jenifer to do something at Stoke if they were available.

5. **Current Group Actions and Directives:**

As discussed this is the first step to the group to driving the narrative and discussions in the meetings and really help the practice understand what was needed from a patient perspective.

These are the types of things we want the PPG to be helping us with:

- Site walk rounds and audits where areas for development are identified and brought to our attention.
- Speak to patients in the waiting area and get an understanding of their issues.
- Continue to help with notice boards up to date.

6. **Next Meetings**

- Next Meeting September 1st