

Castle Mead Medical Centre

CASAG PPG Notes 10/02/2025

6pm to 7.15pm

Hinckley Site

Meeting Minutes

Venue: Hinckley

Confirmed Attendees: Nick Cameron PM, Dr Julia Patterson, Karen Lucas, Julie Chambers, Leslie Gent, Steve Budd, Glenda Bloxham, Helen Staniforth and Brenda Sharpe

New Members: Susie Goodlad

Apologies: 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 Wished everyone a Happy New Year
- Jenifer Michie confirmed she no longer want to be a member due to other commitments. It was agreed by the group that NC would contact JM to see if she would remain an active on-line member because of her links to Stoke Golding and the Stoker.
- KL introduced one new member for January – Susie Goodlad who is a Stoke Resident.

2. 2025 Project 1 New Member Recruitment –

- Probably the one area where we feel we have not made any progress last year.
- It was agreed that recruitment had been reasonably successful, but retention had been poor.
- NC thought that the reason we lost members was because we had a number of earlier meetings in the year which were not well attended and we repeated content quite a lot because members needed to catch up.
- All agreed that we should really look at some great projects to work on throughout the year.
- JC said she wanted to understand what the group main objectives were supposed to be. She wondered if we should review the PPG statement and meeting terms. NC will attached them for review by the PPG and they can be confirmed at the next meeting.
- NC said we wanted the group to drive the narrative and really help the practice understand what was needed from a patient perspective. He explained that at the Open Day a member of the council who was in a wheelchair took him to one side and asked his to look at the toilets and recommended some changes. NC has gone of and made those changes on the back of that chat.
- These are the types of things we want the PPG to be helping us with:
- PPG walkrounds and audits where areas for development are identified and brought to our attention.
- Notice boards up to date.
- Speak to patient in the waiting area and get an understanding of their issues.
- To confirm we are aiming for 20 (Current Members 10)
- Recruitment Days and Adverts / Flu Clinics and other events.
- Recruitment poster will be put up again in strategic places round the surgery. It was decided that we should saturate patients by advertising and attaching a promotional poster that is created.
- NC to attached confidentiality forms to the next email.
- NC said he had received a number of potential new members from Registration forms again and had invited all with no response.

3. **Project 2 – Promotion of an Open Afternoon bigger than our September One**

- **We held an open afternoon on September 30th from 1.30pm to 5pm.** 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. We would like to do one that included the other practices in the Hinckley central PCN.
- NC said he would reach out to one of the organisers of a big event near blaby and find out how they brought the practices together.

Discussion about communication tools available for promotion of open afternoon and new members inc website / facebook / Newsletter:

- The Website and Facebook feedback was very positive. Lots of information and easy to navigate. BS said that she has visual dyslexia so some of the colours are not good for her. NC said he would speak to the provider and see if there is a button that can be pressed for patients who need to change the way the website looks as needed.
- NHS app was discussed and it was felt that all patients should be on the NHS app as it was a brilliant resource which allowed integration with all appointments (GP/Hospital), scripts, letters and access to notes.
- Newsletter was discussed and NC hadn't had chance to do a new one since the one in the autumn. New Member SG said she would be happy to help in the future. NC said he would pull together a new one for the Spring and share with the group ready for the next meeting.

The group reviewed the social medica planner and picked our the following dates to look at:

- May 19th to 25th Dementia Action Week
- May 13th to June 6th National Patient Participation Week
- June 9th to 15th Men's Health Week – Promoting this would also give us chance to recruit more male members to the group.
- June 10th to 16th Diabetes Week.

4. **Review of 2024 Complements and Friends and Family Data**

- During this period, we had 286 patients send in F&F reviews and the breakdown is:
- Very Good = 270
- Good = 9
- Neither Good or Bad = 2
- Poor = 2
- Very Poor = 2
- Don't Know = 1
- This 94% of the patient who completed a F&F test through the services was Very Good
- The group review a document with details of the 16 reviews were not in the Very Good category. Phone wait times, More available appointments, Reception Temperature, Staff attitude, Car Parking, waiting for 30 mins in reception for an appointment and finally a Prescription Query were the reasons for a drop in score. NC said he would review them all and look to make changes where possible and report back.
- All of the comments were forwarded onto staff for their departments to review and for clinicians to use for appraisals.
- The group asked if there was something that could go onto the website to give an example of what a GP does in their 15 minute appointment time. This comes on the back of a comment from last year's data where some patients think that just because a gp only sees a patient for 3 minutes of that appointment that doesn't mean the other 12 is them having a coffee and a chat.

5. **2024 Appointment data for Castle Mead and Stoke Golding**

- **We did 70,576 appointments in 2024 which IS AN EXTRA 10,000 more than in 2023!!!!**
- 57,598 were face to face (82%, compared to 68% Nationally)
- 10,219 were telephone consultations (14%, compared to 26% Nationally)
- 27,212 were GP appointments.
- 39,485 were same day appointments (68% of the total)

- There were unfortunately 1757 DNA's (did not attend) - This promoted a discussion about what is our process for these patients who continually DNA'd their appointments. We have a 3 strike rule in place where letters or texts are sent out to patients who do not attend their appointments. If someone has had a 3rd letter which could mean removal it would be taken to a practice meeting to discuss and confirm removal once things like safeguarding or mental health is taken into consideration before removal from the practice listings.
- Our patient registrations have also increased to 10,858 up from 10614 this time last year.
- All who attended thought these figures were very good and hopefully showed signs that we are really moving forwards in terms of where we want our practice to be in the future.

6. 2025 Thoughts and discussions

- The group thought that more data from the surgery for discuss would be great.
- More positive info like the patient survey
- Compliments, concerns and Formal Complaints
- Regular DNA Rates for discussion.
- New Services
- New Staff

NC confirmed he would bring some data to the next meeting and open it up to the floor for discussion.

Next meeting date agreed March 10th 2025 at our Stoke Golding site