

Castle Mead Medical Centre

CASAG PPG Notes 18/12/2024

6pm to 7.15pm

Hinckley Site

Meeting Minutes

Venue: Hinckley

Confirmed Attendees: Nick Cameron PM, Dr Julia Patterson, Karen Lucas, Julie Chambers, Leslie Gent, Jennifer Haines, Jenifer Michie, Steve Budd

New Members: Glenda Bloxham and Brenda Sharpe

Apologies: Helen Staniforth

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 fantastic Christmas.
- NC said he had received a number of potential new members from Registration forms and had invited all of them to this meeting but only one had answered.
- KL Confirmed that we had one potential new member for December, but she could attend today.
- Derec Whale, Geoff Hart, Carmelina Neilsen, Jane Henderson, Kate Ashmole had all confirmed they no longer want to be members due to other commitments.

2. Review of 2025 Projects:

The group felt that apart from gaining consistent membership we had had a successful year with the projects we chose we have made some significant progress on 2 out of 3 projects this year and are very pleased with progress.

Project 1 – Improving Patient Communication Throughout the Practice

- New Newsletter implemented had its first edition last Quarter – NC hoping to release in the season with the new release for the summer.
- Dr Patterson has been very proactive on pushing Facebook and we now have 750 members.
- The noticeboards are looking very busy again at both surgeries. This time with new information. NC Updating as an when he can.
- New Info screen has a lot more surgery specific notices on and is being used for what it should be.
- The new website is fully up and running and is a lot more interactive. There are still a lot of bits we can add and change but it's been positively received.
- **New Patient Leaflet has been** added to all communication outlets for patients.
- **New Services Document** has been added to all communication outlets for patients.
- The **'you said we did'** board has been put up where the Telephone was. He has earmarked some time to do it.

Project 2 – Promotion of an Open Afternoon –

- **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 think close to 120 patient attended the practice and feedback has been excellent.

Decision of Monday September 30th 1.30pm to 5.30pm was chosen so as not to clash with Flu and Covid campaigns in October and PPG hols in September. **Over 100 patients attended the day.**

Advertising for event consisted of:

- **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.
- **Bulk Text Messaging** – All consented patients received posters
- **Facebook**
- Website
- Posters in Surgery
- Interactive Screen
- Newsletter

PPG wanted the event to be:

- Interactive
- Information Driven
- Engaging with healthcare

Stalls that attended:

- PPG Recruitment – All PPG members who are able to volunteer are welcome to help.
- Hickley and Bosworth Council - Staying Active and Mental Health services.
- Hinckley Leisure Centre
- Hickley and Bosworth Council - Mental Health Department
- Hinckley and Bosworth council - wellbeing department h attendance to promote their Active programme.
- Hinckley and Bosworth Federation - Young Carers
- Hinckley and Bosworth Federation - Championing On – Line Services – NHS App / Prescriptions
- ARRS Hinckley Central Social Prescribing Link Worker Service
- ARRS Hinckley Central Health and Wellbeing Services
- Demonstration and Information - Pharmacists Provision
- Demonstration and Information - Paramedics
- Demonstration and Information - Blood Pressure Monitoring HCA
- Promotion of Practice On-Line Services like Prescriptions – NHS App – Online Registrations.
- Tombola and Refreshments
- Abbott – Freestyle Libra Promotion
- Julie C sourced 50 promotional bags with fliers / posters
 - Patient Resource Bag
 - Pen
 - Post it notes
 - StressBall
 - Keyring
 - Service Leaflets



Project 3 New Member Recruitment –

- Probably the one area where we feel we have not made any progress this year. Due to the poor turnout for a number of recent meetings 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)
- We had good numbers for new members but retaining current members was an issue.
- Recruitment Days and Adverts Open Afternoon / 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.
- Documents added to reception and to the website.

3. 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
- Friends and Family
- Compliments, concerns and Formal Complaints
- Appointment data including
- 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 February 3rd 2024