

Castle Mead Medical Centre

CASAG PPG Notes 13/09/2024

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.

New Members: Helen Staniforth (email given to Karen)

Apologies: Derec Whale, Steve Budd, Geoff Hart, Carmelina Neilsen, Jane Henderson, Kate Ashmole,

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 and will invite to the open afternoon.

Jobs Completed:

- Reception Queues - Done
- Scooters / Wheelchair access - Done
- Moved Leaflet Stand – Done
- Notice Boards – Done
- Open Afternoon Organised

2. Review of Projects – The group feel 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 had its first edition last Quarter – NC hoping to release in the season with the new release for the summer. Autumn to be released at the end of October.
- 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 and when he can.
- New Info screen has a lot more surgery specific notices on and is being used for what it should be. We will promote it at the Open Afternoon.
- 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 avenues for patients.
- **New Services Document has been** 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.

- **Project 2 – Promotion of an Open Day/Evening –** Please see advertisement poster attached **for the 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. **Advertising for event:**

- **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 / **Facebook** / Website / Posters in Surgery / Interactive Screen / Newsletter

Stalls for consideration:

- PPG Recruitment – All PPG members who are able to volunteer are welcome to help.
- Hickley and Bosworth Council - Staying Active and Mental Health services.
- Social Prescribing Link Worker Service
- Health and Wellbeing Services
- Hinckley and Bosworth Federation - Young Carers
- Championing On – Line Services – NHS App / Prescriptions
- Pharmacists Provision
- Demonstration and Information - Blood Pressure Monitoring
- Paramedics
- Tombola and Refreshments
- **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)
- Recruitment Days and Adverts should be organised – Upcoming Open Afternoon / Flu Clinics and other events.
- NC has 6 requests from new patients who he will contact and pass on to KL once consented.
- 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. Practice Updates / Reviews

- Please find attached details of our Practice Patient Survey Results for 2024. Our overall % is up by 7% which puts us 12 out of practices 146 and nationally 756 out of 6307. This is great news and has really given staff here a boost to know what we're doing is starting to work.
- **Dr Patterson has said:** We are pleased with these results which show consistently high percentages above the Leicestershire and National results. This is even more impressive given the reduced funding for General Practice and the increased patient list size. Improving our online website and app technology has been part of the ongoing strategy this year and we hope patients will find it easier to contact us this way. We are proud of and grateful to every member of our team for the part that they play in the patient journey.
- Please find Below details of our up coming flu clinics:
- Over 65s 1600+ booked slots
- Under 65s 382 booked slots
- To confirm we will not know what our Covid Vaccine numbers or delivery will be. We hope we will be able to get vaccine.

- Industrial Action Update** – JEP informed the group about what kind of things we as a practice are looking to do for industrial action against the continuing poor contract terms. As a practice we have a number of things we can do. Its not in our options to strike and shut the surgery doors and its not in our thoughts to pick things that impact our patients. Everything we will do will be in an attempt to improve and not diminish services for our patients.

5. Patient Updates and Items Carrie Forward:

- **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.**

6. Next Meetings – Monday October 28th Hinckley