

## Castle Mead Medical Centre

### CASAG PPG Notes 8<sup>th</sup> July 2024 6pm to 7.15pm Hinckley Site

#### Meeting Minutes

**Venue:** Hinckley

**Attendees:** Nick Cameron PM, Karen Lucas, Julie Chambers, Heidi 'H' Baxter (agreed to be the new Secretary), Dr. Julia Patterson GP Partner, Leslie Gent, Geoff Hart, Jennifer Michie, Deric Whale

**New Members:** No new Members

**Apologies:** None

#### 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 June.**
- Turnout was much higher than the May meeting, which is a positive.

#### 2. Review of Minutes from Previous meeting - reviewed and confirmed.

##### New Member Recruitment (Project 3)

This is still ongoing, as we have had no new members recently.

- Aiming for 20 members (current number is 13). We would need to see how we could get everyone at the same meeting.
- Stoker Advert – we will continue to have the regular slot.
- Consider a generic text to patients to inform them about the PPG.

#### 3. Patient Updates / Questions

- The Rock – **KL** spoke to The Rock again, but the informal agreement that was in place for a free advert is no longer available due to staff changes at The Rock. An advert would now cost £200+, so is not under consideration.
- The Roundabout may be an alternative, but it doesn't appear to be widely distributed. **KL** to look into this.

#### 4. Practice Updates / Reviews

- **HB - Scooters / Wheelchair access** – HB suggested a 'parking bay' for mobility scooters, so that patients did not park in such a way that they blocked off chairs for other patients. The leaflet stand is being moved into the hatch area, and this will allow a taped area for mobility scooters.
- **Friends and Family Data** – F&F data information was shared in the meeting and is extremely positive. 196/204 responses were rated 'very good'. The practice had only 11 official complaints in the last year and only 2 were upheld, and they were only partially upheld. **NC** states that F&F requests need to be sent to more patients and this is being looked at.
- **New Staff Name Badges** – yellow (Dementia-friendly colour) badges have been ordered.
- **DNA Figures** - Data Not discussed and moved forward.
- **Service Day** – the Development Team are already planning this.

5. **Project 2 – Promotion of an Open Day/Evening in October (date to be confirmed)- UPDATED PLAN** - In the meeting it was felt that rather than just promote wellbeing we should have an Open Afternoon/Evening where all patients were welcome to attend and find out more about the practice, its staff and educate them about the services we do and do not provide.

Further discussion took place, and it was agreed that an open day would be held in October.

- **NC** to email relevant staff to find out their availability for dates in October.
- **HB** suggested a raffle as part of the event, to encourage people to attend if there were prizes available.
- **JC** agreed to take on the marketing aspect of this event, including obtaining raffle prizes and also contacting local businesses to find a sponsor who may also provide funds for posters and items such as CM pens to give away on the day.
- **KL** is also liaising with **JC, HB and NC** regarding this event.
- **Stalls for consideration:**
  - Mental Health awareness
  - Carers
  - Children's and Young People Events,
  - Mind/Age UK
  - LGBT+
  - Veterans Friendly Accreditation
  - Social Prescribers
  - Health and Wellbeing
  - LGBT+
  - (**JC** to see if it's also possible to get demonstrations of CPR and defibrillator use)

6. **Project No 1 Update:** Improvement of Patient Communication:

- **New Website** – We are having a new website, and it is close to completion (possible date 11<sup>th</sup> July). **NC** would like feedback from the PPG group on the new format site. Once everyone is happy that the website is ready for rollout, NC will send out a mass text to notify patients.
- **Digital Screen at Hinckley** – is being updated regularly.
- **Notice boards** - Notice boards have been updated and we have a lot more information on them.
- **Facebook:** We are adding items to Facebook as they become important/relevant.
- **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. The leaflet stand will also be moved that area. **Work has been done**
- **KL - Reception Queues** – KL thought we need to look at where patients queue to access the reception counter as it blocks the door. NC agreed, and thought the queue should come around the other side of the barrier.  
**NC** will look at improving signs so patient start queuing more appropriately – this needs more thought as to the best way of signposting patients to queue from the required area.

**AOB**

**JP** discussed the GP industrial action and gave an update to the members.

- Posters were discussed, which would give statistics on how we are trying to support patients
- The PPG agreed that we should promote the plan via the website/Facebook/digital screen and via newsletters.

**Next Meetings - August 12<sup>th</sup>** will be a 'mini' meeting, to specifically discuss the Open Day event.

**September 16<sup>th</sup>**  
**October 14<sup>th</sup>**  
**November 11<sup>th</sup>**  
**December 9<sup>th</sup>**