

Castle Mead Medical Centre

CASAG PPG Notes 13/05/2024 6pm to 7.15pm Stoke Site

Meeting Minutes

Venue: Stoke Golding

Confirmed Attendees: Nick Cameron PM, Dr Julia Patterson GP Partner, Karen Lucas, Julie Chambers, Derec Whale

New Members: Heidi 'H' Baxter, Kate Ashmole, Leslie Gent, Jennifer Haines

Apologies: Geoff Hart, Carmelina Neilsen, Jenifer Michie, Steve Budd, Jane Henderson

Key:

CASAG = Castle Mead and Stoke Golding Action Group

PPG = Patient Participation Group

CCG = Clinical Commissioning Group

ICB = Integrated Care Board

DNA = Did Not Attend

RCGP = Royal College of General Practitioners

1. Welcome and Introduction from Chair – KL

- KL Introduced new members Heidi 'H' Baxter, Kate Ashmole, Leslie Gent and Jennifer Haines. Based on our discussions around recruitment last month to get 4 new members in that time is fantastic work by all involved. NC would like to ensure we retain members by ensuring the group is proactive and that all members are involved.

2. Minutes from Previous meeting reviewed and confirmed.

- Due to illness and work our New PPG Secretary JH wasn't able to attend again. KL said that she has contacted JH to see if she is still ok to be secretary. NC took the minutes for this meeting and will do so until JH is able to come back.
- Wellbeing Day project postponed at the surgery to promote mental health.
- New Member Recruitment**
 - Due to the current low numbers, we have had a numbers we have decided to use this meeting to reboot the PPG (CASAG) and concentrate on recruitment planning.
 - No new recruitment in since January however NC has 6 requests from new patients who he will contact in due course.
 - A new Recruitment poster should be created advertising the PPG so it can be put up in strategic places round the surgery. ***'ITS YORU SURGERY HAVE YOUR SAY'***
 - It was decided that we should saturate patients by advertising and attaching a promotional poster that is created.
 - A recruitment afternoon is to be planned which members who attended said they would all be at to promote the group.
 - We should look at Radio, Local papers and even Leicester Mercury for free advertising.
 - A new patient leaflet has been created by Dr Squires May and that has a section on the PPG which can be handed out to patients.
 - NC has spoken to Jenifer from Stoke and has already added a recruitment slot in the Stoker

3. Project 1 – Priority project for 2024:

UPDATE – Improving Patient Communication Throughout the Practice

- **Notice boards:** Notice boards have been updated and we have a lot more information on them.
- 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.
- **Facebook:** We are adding items to Facebook we deem important. These are also replicated on our website, noticeboards and will be in our newsletters.
- **New Digital Screen:** NC has been updating things on it. NC has put up a sign to say it can be accessed and used.
- **Website:** As up to date as it can be atm however we might be getting a new one that's funded.
- **New Patient Leaflet and–** NC/JP showed the group a document that we have started handing out and putting into reception. The group thought it looked great.
- **New Services Document** - NC/JP showed the group a document that we have developed that told them what we don't do in General Practice. The group thought it looked great.
- **Friends and Family:** We are required contractually to send out F&F requests to patient for review. Patients will start to receive these more regularly in the future and the responses can be discussed in PPG meetings. NC has started to ensure results/comments to be shared with staff monthly and results will be discussed a future at CASAG mtgs from June.
- **New PCN Newsletter:** New PCN newsletter that highlighted ARRS staffing, Extended Access, New Clinical Director, and DNAs was discussed as it went out to all patients who have consented to received texts in our surgery. Very Positively received. Please find attached.
- **Revamped Practice Newsletter** - This was produced regularly at the start of last year. NC will reboot with a practice one. Change colours monthly and use racks to promote.
- **Rock Advert** – It was discussed that the space we have in the Rock will be looked at to see if we can get something in by June.
- **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.

4. Details of Project 2 – Promotion of an Open Day/Evening

At our meeting in November we decided that developing a Mental Health day in April/May would be something the group could really put their efforts into. Although the original decision was mental health it was felt focusing on MH might actually reduce the number of people that physically attend a planned event due to the stigma attached to Mental Health. We should look at incorporating it into a health and wellbeing umbrella.

NEW PLAN - In the meeting it was felt that rather than just promote wellbeing we should have an Open Afternoon/Evening on a PLT day where 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?

Stalls for consideration –

- Mens/Women's Health Promotion and 18+. Mental Health awareness week is on May 13th to 19th and this could be a date for us to target.
- Carers
- Children's and Young People Events,
- Mind/Age UK
- LGBT+
- Veterans Friendly Accreditation
- Social Prescribers
- Health and Wellbeing

5. Practice Updates

- **Covid Vaccinations** NC confirmed that we provided a one off Covid vaccination clinic in Hinckley and another in Stoke Golding for eligible patients – **Hinckley May 11th and Stoke May 13th. CASAG.** Thanks were given to KL / JC for give out recruitment leaflets at clinics and for efforts with PPG T-Shirts etc.
- At Hinkley we vaccinated 403 and Stoke 109 not including all housbound and Care Home Patients on top.
- There were 2 AOBs but they will be carried forward as they are for things to consider at our Hinckley site in the future.

6. Next Meetings June 10th Hinckley - **July 8th Hinckley** - August – Summer Break - **September TBC**