

Castle Mead Medical Centre

CASAG PPG Notes 29/01/2024
5.45pm to 7.15pm
Hinckley Site

Notes From Meeting

Attended: Nick Cameron (Practice Manager), Karen Lucas (Chair), Jane Henderson (Secretary), Julie Chambers Steve Budd, Jennifer Michie, Deric Whale, Geoff Hart, Marian Honan and John Newman.

New Members: No new Members in November

Apologies: Carmelina Neilson

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

N/B:- These notes are meant for review and do not replace the official minutes of the meeting still to be produced.

1. **Welcome and Introduction from Chair – KL**
2. **Election of Officers**
 - New PPG Secretary – Jane Henderson took the minutes for the meeting.
3. **Actions from January meeting to be confirmed.**
4. **New Member Recruitment** – No new recruitment in January although NC has 6 requests from new patients.
5. **Feedback Strategy & Development Project 1 – Improving Patient Communication Throughout the Practice** - It was agreed in December that visually improving the aesthetics of Castle Meads prime communication tools should be a priority project for 2024:
 - **Notice boards:** Notice boards have been updated and have a lot more information on them. A space for the **'you said we did'** board has been identified where the Telephone is and our handyman has earmarked some time to do it.
 - Jenifer from Stoke has said she will help Karen with the notice boards.
 - **Facebook:** We are adding items to Facebook we deem important. These are also replicated on our website.
 - **Website:** NC has been working on this to ensure its kept up to date and he will do his best to rectify any missing info as and when he gets chance.
 - **Friends and Family:** We are require by our contract 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.
 - **New Digital Screen:** NC has been reviewing the instructions and adding items to it.
 - **Newsletter:** This was produced regularly at the start of the year however has tailed off and needs to be rebooted. NC thinks that starting the reboot with a practice one might be better than trying to do a joint one.
 - **Communication Development:** We feel there has been a definite improvement throughout January 2024 however we would like feedback moving forward.

6. Feedback Strategy & Development Project 2 – Promotion of a Mental Health Day/Week:

- 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.
- The target audience should be Mens/Women's Health Promotion and 18+.
- Looking at the list of events Mental Health awareness week is on May 13th to 19th and this could be a date for us to target.
- Facebook posts should be developed to promote the group to the younger audience.
- **Jen has sent through the following service links:**
 - <https://www.leicestershire.gov.uk/education-and-children/schools-colleges-and-academies/teen-health-11-19>
 - <https://www.youngminds.org.uk>
 - <https://www.mind.org.uk/for-young-people/>
 - <https://www.leicspart.nhs.uk/mental-health/resources/conditions/young-people/>
 - <https://www.leicestershire.gov.uk/education-and-children/social-care-and-supporting-families/children-and-family-wellbeing-service/mental-health-and-wellbeing-support-for-children-and-families>
 - <https://www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health/leicester-leicestershire-rutland/>
- **Other national Days for consideration** - Carers Day, McMillan's Coffee Morning, Children's and Young People Events, Mind/Age UK/ Charity, National Wheelchair Day/Greif awareness week.
- **LGBT+:** In January the surgery are about to start the process of becoming an Pride Practice which promotes safeguarding and mental health in our LGBT+ community.

1. Patient Questions PPG Member John Newman sent me some Questions in that I was happy to answer.

- You circulate PPG material from castlemead.medicalcentre@nhs.net, which pops up in various places for the public to use. Is the inbox monitored by you alone or are other staff involved and its there an issue with confidentiality? **This mail box is an NHS.net email meaning it is encrypted. The address is monitored by admin staff at the surgery daily. Confidentiality is not an issue as we all have access to the same information and have all signed the same confidentiality documents.**
- Regarding the Comments & Suggestions form on the website. How often it is monitored in judging whether or a request is appropriate? **The old Comments and Suggestions form on the website is not for emergencies and comes through to the Castle Mead email. We are in the process of redirecting patients away from contacting the surgery through the email address as the government have recently contracted surgeries to get patients to contact us through specific on-line pathways including the NHS App and we are in the process of advertising this to patients.**
- When was the online appointment system reinstated and why are future appointments not available? **Online appointments were reinstated 12 months ago. Our appointments are manually uploaded to our clinical system manually by staff. Due to the amount of variation from week to week in the appointments we have on the system with holidays/ vaccination clinics/illness etc it's a huge task. We would ideally like to have a maximum of up to 4 weeks on at any one point but sometimes we do not have time to put these on. Especially with staff illness/Covid/Christmas etc.**
- What's the link with Newbold Verdon and Centre Surgery – what level of expertise can they provide? **The federation hold our extended access contract which means they provide the appointments we are contracted to provide outside of our core 8 till 6.30 hours. The appointments are provided at Centre and Newbold by qualified GPs/Nurses etc. They are an additional point of patient appointments and access for us.**

7. Next Meeting – April 15th