

# **PATIENT PARTICIPATION GROUP MEETING MINUTES**

**TUESDAY 28<sup>th</sup> JANUARY 2025**

**Present :** Jane Rudon, Kerrigan Rudon, Irene Gwizdala, Susan Moore, Stewart Hill, Gwen Thompson, Amanda Williams, Ian Buehring, Ian McCormack, Vicky Hill, Klair King, Aaron Mann and Dr Mukadam.

**Apologies:** Margaret Msimbe and Linda Haigh.

| NOTES   | ACTION BY |
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| <p><b>GROUP MEETING</b></p> <p>Jane Rudon opened the meeting and welcomed all members.</p> <p>1. There were apologies from Margaret Msimbe and Linda Haigh. Ve has been removed from the group, having gone to university and therefore not currently registered with this surgery.</p> <p>Jane offered a tribute to Nic Gavin who sadly died just before Christmas. Nic, with his wife Karen, was the founding member of this group.</p> <p><b>2. MINUTES OF THE LAST MEETING HELD ON 28<sup>th</sup> January 2025.</b></p> <p>It was agreed that the minutes were an accurate record of the meeting.</p> <p><b>3. CARE QUALITY COMMISSION</b></p> <p>The CQC have been undertaking an inspection of the surgery. They have almost completed their inspection, however, they still wish to speak with Jane. Visits should be anticipated approximately every five years, unless prompted by an unfavourable report. Last visit to FMC was ten years ago and the length of time since the last visit prompted this inspection.</p> <p>The process has changed since the last visit. They request policies prior to attending the surgery.</p> <p>Two inspectors plus one trainee were in attendance. They spoke with all staff. Klair said her meeting went very well and was asked what she knew about “Whistle blowing”, and “How the surgery worked”. Thank you to Klair for coming in to speak with the inspectors even though she was ill.</p> <p>The inspectors only get to read any negative feedback from patients. FMC had fifty survey responses, all were good.</p> <p>They liked the waiting room<br/>They suggested QR codes for cervical screening.<br/>Everybody on the staff is considered very knowledgeable.</p> <p>The Cleaning Policy needs to be updated to include the use of anti-bacterial wipes on blinds.<br/>It was noted that one person’s contract was not signed.</p> |           |

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| <p>FMC needs opening times on the front door.<br/>FMC needs an Oxygen sign on the door.</p> <p>The recommendations from the CQC have already been actioned.</p> <p>FMC are expecting a “Good” grading as it is extremely difficult to secure an “outstanding” grade.</p> <p>Dr Mukadam had asked the inspectors what they can do to get an outstanding - the inspector was unable to provide an answer.<br/>Aaron said he is proud to be a part of the FMC team.</p> <p><b>4. MATTERS ARISING</b></p> <p><u>PPG</u> Vicky will send out invitations to potential new members of the PPG twice a year. Hope to get a more diverse mix of members.</p> <p><u>Telephone system</u> Leave updating the phone messages (with attendance stats) as this maybe too complex to action on a regular basis. Instead put notices on the door and see if this has any impact.<br/>Question: is there a quality clause in the existing telephone contract? Yes, however they just offer software upgrades for which they charge.<br/>Aaron is looking into Xon as an alternative.</p> <p><u>Number of appointments missed</u> Klair to send the non-attendance data for the whole of 2024 to Gwen and copy to Jane. Just the total number of appointments and the amount of time wasted are needed for Gwen’s poster. Following that she will send monthly total data to Gwen &amp; copy to Jane.</p> <p>Patient names are now left on the screen longer – 15 seconds</p> <p><b>5. STAFFING UPDATE</b></p> <p>Dr Zaidi (M) Started on 2nd January and is settling in very well. He works every Thursday and is shared with Beaumont Leys. He is contracted until the end of March, however this is expected to be extended.</p> <p>Current training for reception staff has finished and two candidates will go to interview with a hope to retain them.</p> <p>A person from infection control from the ICB (Integrated Care Board) came to check on infection control practices within the surgery. The person was satisfied that all wa well.<br/>The person from the ICB had commented on how good the reception staff were considering it was a very busy day.</p> <p><b>6. PRIMARY CARE NETWORK</b></p> <p>PCNs have been introduced to provide economy of scale. The group of surgeries linked together with Fosse Medical Centre are Beaumont Leys, Highfields &amp; Manor. Dr Mukadam advised that this PCN is working quite well.</p> | <p>VH</p> <p>KK<br/>GT</p> |
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## **7. REPORT FROM PPG NETWORK**

Jane reported from the meeting she had attended today.

The main focus was the 10 year plan that the Health Secretary, Wes Streeting is consulting on. The three main points discussed were:

1. Making better use of technology
2. Moving more patients out of hospital into the community
3. Preventing sickness not just treating it.

Jane to put discussion points on the agenda of the next meeting.

## **8. COMPLAINTS AND PLAUDITS**

There were no written complaints.

Vicki tries to deal with all issues quickly so as to avoid any escalation.

## **9. SIGNIFICANT EVENTS**

There was a significant event today. Dip sticks for urine samples were noted to be two months out of date. This was in a room that infrequently uses them. However, Dr Mukadam stated that there should be a procedure in place to prevent this from happening.

## **10. NEWSLETTER**

Discussion was around what to include in the next issue which will be the spring issue.

To include:

Feedback from the CQC inspection,

Vaccinations for travel

There has been a general drop in the uptake of vaccines which has resulted in an increase in the number of people in hospital with flu, covid etc.

Vaccine Myths Vs Facts

Question: Do hospitals have stats on how many patients that have been hospitalised have not been vaccinated?

## **11. DATE OF THE NEXT MEETING**

The next meeting will take place on Tuesday 18<sup>th</sup> March 2025.

## **12. ANY OTHER BUSINESS**

There was no other business.

Jane thanked the group for their attendance and thanked the staff for the great inspection.