

# **PATIENT PARTICIPATION GROUP MEETING MINUTES**

**TUESDAY 29th April 2025**

**Present :** Jane Rudon, Kerrigan Rudon, Irene Gwizdala, Susan Moore, Ian Buehring, Roy Birch, Ian McCormack, Amanda Williams, Linda Haigh, Vicky Hill, Klair King, Aaron Mann and Dr Mukadam.

**Apologies:** Stewart Hill, Akram Ajmeer, Gwen Thompson & Margaret Msimbe.

| NOTES   | ACTION BY |
|---|-----------|
| <p><b>GROUP MEETING</b></p> <p>Jane Rudon opened the meeting and welcomed all members.</p> <p>There were apologies from Stewart Hill, Akram Ajmeer, Gwen Thompson &amp; Margaret Msinbe.</p> <p><b>2. MINUTES OF THE LAST MEETING HELD ON 18th MARCH 2025.</b></p> <p>A few typographical errors to correct.<br/>It was agreed that the minutes were an accurate record of the meeting.</p> <p><b>3. MATTERS ARISING</b></p> <p>Jane has updated the waiting room notice board and requested more newsletters to be placed on reception.</p> <p>Vicky: ICB re Vaccines, there used to be a weekly meeting about covid, due to the lack of take up for most vaccines there is now an additional meeting to discuss all vaccinations.</p> <p>Locations for pharmacies offering vaccines was noted.</p> <p>All surgeries have the same vaccine target (95% for Baby vaccination), however they experience different issues regarding which vaccines are taken up.</p> <p>Question: Is ICB doing enough to promote vaccines? Shouldn't be up to each individual surgery.</p> <p>Answer: ICB are meeting PCNs &amp; putting out media to be sent on to patients. ICB vaccination budget has been slashed. Covid uptake is only 14% in the city.</p> <p>Approach schools regarding vaccine uptake. Can ICB approach schools? Jane to raise at an upcoming meeting.</p> <p>Dr Mukadam commented that ICB have mobile units that they have placed outside schools where there has been a poor uptake.</p> <p>Question: Is non vaccination a safeguarding issue for children?</p> <p>Answer: More information on implication of non vaccination.</p> <p>Phone issues raised. Moved 4<sup>th</sup> to 1<sup>st</sup> in the queue but then was disconnected. Vicky to have a look at the phone records.</p> |           |

#### **4. STAFFING UPDATE**

Dr Patel will become a partner from 1<sup>st</sup> April, doing 9 sessions per week. Dr Matthew is back, now doing 3 sessions per week as a salaried GP. Sarah Whitehorn is a new registrar with us until December 2025.

Staff: Karen reducing hours by one day a week. Arti going to university in October and will need replacing. Rather than train a receptionist to do everything (a lot of training), looking to recruit a secretary / admin support. Aim to recruit early to have a crossover.

Current Vacancies to be included in the newsletter (cannot be a patient of this surgery).

New contracts & targets: Patients will receive text messages. An example, Quality Outcome Framework (QOF) will request that different categories of patients need to have various checks. This is the government saying what they consider to be a good quality of care.

#### **5. BUILDING EXTENSION**

Applications can be made to a pot of money that NHS England have. Gone through first phase & Architect has been in today. Now need to get three quotes submitted. Aim is to have more consultation rooms and a lift.

#### **6. SEATING CHANGE**

This was as a result of patient feedback regarding patient confidentiality at the reception desk.

Layout in the reception has been changed to help flow & seems to be working well. Easier for pushchairs & wheelchairs.

#### **7. PRIMARY CARE NETWORK**

Dr Mukadam reported that there are monthly meetings, nothing new to report.

Vicky explained the sharing of staff such as social prescribers, where there would not be sufficient need to have one per surgery.

Vicky explained the current rules to be part of a PCN. Idea is to make efficiencies, eg sharing staff.

#### **8.FEEDBACK FROM PPG NETWORK**

Jane attended the last meeting. ICB has to reduce their running costs by 50%.

Local GP patient survey was found to be helpful this time will focus on perceived & required improvements. Spring vaccine update was discussed at the PCN.

#### **9. COMPLAINTS AND PLAUDITS**

One complaint. Appropriate procedure was followed when handling this case. A patient wanted their medical records amending – this cannot be done, Staff can only note that the patient made a specific request.

Received a congratulatory letter from the ICB for the CCG inspection. Highlighted the use of QR codes which Aaron had set up on the notice board for different languages (approx. 9 languages). With a suggestion that this could be presented to other members of the primary care team.

## **10. SIGNIFICANT EVENTS**

Smear tests: requests to book appointments were inadvertently sent to all patients instead of only those patients who were due to have a test. A correction text was sent out.

## **11. NEWSLETTER**

Not currently due.

To be included in the summer newsletter – Vacancies & travel vaccination.

There is going to be a push for health checks 40-75 years old.

Patients not already diagnosed with diabetes or heart disease. Looking at risk & how to reduce that risk. Example, advice will be on: Stop smoking, less alcohol, healthier diet, weight loss & exercise.

A medical student will be in during the summer to conduct the health checks. More sessions will be available to accommodate this.

Discussion re length of time for pre bookable appointments.

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

The next meeting will take place on. Tuesday 10<sup>th</sup> June 2025

## **13. ANY OTHER BUSINESS**

There being no other business, Jane thanked the group for their attendance and closed the meeting.