

PATIENT PARTICIPATION GROUP MEETING MINUTES

TUESDAY 7th October 2025

Present : Jane Rudon, Kerrigan Rudon, Irene Gwizdala, Susan Moore, Linda Haigh, Amanda Williams, Gwen Thompson, Roy Birch, Stewart Hill, Ian McCormack, Vicky Hill and Dr Mukadam.

Apologies: Klair King, Aaron Mann and Ian Buehring.

NOTES	ACTION BY
<p>GROUP MEETING Jane Rudon opened the meeting and welcomed all members. There were apologies from Ian Buehring, Klair King and Aaron Mann.</p> <p>2. MINUTES OF THE LAST MEETING HELD ON 19th August 2025. It was agreed that the minutes were an accurate record of the meeting.</p> <p>3. MATTERS ARISING <u>Phone Issues.</u> These continue sporadically. AM is trying to keep a log of any complaints and will investigate. It's difficult to pinpoint odd issues, outages on days etc are easily identified. Our contract lasts until 2027 and FMC will change at that point.</p> <p><u>Social Prescriber (SP)</u> VH to look at options to refer patients to Age UK and other support agencies that are beginning to employ their own Social Prescribers.</p> <p><u>The Building</u> No further update on any funding but GPs have funded the drawing of the plans to be submitted. A 1 and a two storey with dormer.</p> <p><u>DNAs</u> Every Monday AM sends a message to people who did not attend their appointment including how many people cancelled their appointment, enabling others to have the appointment. Each patient receives confirmation of their appointment and a reminder. New patients have a 20-minute appointment. If they DNA their registration will be stopped.</p> <p><u>Vaccinations</u> Covid jabs have to be provided through PCNs. FMC spoke to the ICB and attached us to another PCN enabling us to give the jabs. NHS have sent invitations to some patients who are not eligible.</p> <p>4. STAFFING UPDATE Good feedback for Dr Zaidi, he is settling well into the FMC team. We have employed Zahra – this will support the pharmacy team with hospital correspondence and summarising of notes. She will also train as a phlebotomist. We have advertised for a Practice Nurse – 1 session per week and a part-time receptionist. This will go onto our website and also the LMC website.</p>	<p></p> <p>AM</p> <p>VH</p>

5. NEW CONTRACT

Part of the GPs' new contract includes online consultation. FMC already does that. FMC is open from 8am – 6.30pm.

6. PRIMARY CARE NETWORK

No further updates.

7. FEEDBACK FROM PPG NETWORK.

An Appliance Hub being developed for all urinary supplies, eg: Colostomy bags, uribags, etc. This will help surgeries as there are many of these products and each pharmacy trying to hold these stocks is difficult. Centralisation will make things better.

The 10-year plan – one aim is to progress patients to use the out of hospital hubs. 6 days a week 12 hours per day.

To move from sickness to prevention of illness.

The winter message is Right Care Right Place.

8. COMPLAINTS AND PLAUDITS

FMC received a complaint re a dog bite and the team had directed to the pharmacy first scheme. This gives safety netting that if treatment has not worked to return to health care services. This patient worked for a hospital out of the city and a colleague admitted the patient for IV antibiotics. Patient complained that if treatment had taken place this would not have happened. Agreed clinically that we had followed our pathways and if had come back to us we would have directed him to the correct further care after pharmacy treatment did not work.

A PPG Group member raised that the eye casualty number was not correct was given this number and told that FMC did not see and was not insured for 'eyes' VH to look into this and update at next meeting.

9. SIGNIFICANT EVENTS

NIL

10. NEWSLETTER – to be included in the next issue:

- a) Staff vacancies
- b) Mounjaro

This is used for diabetics & weight loss. The prices for the drug are doubling. GPs are waiting for further advice. The National Institute for Health and Care Excellence (NICE) has approved this for adults with a BMI of 35 or more. An issue is that patients find the weight comes back on after the treatment stops.

- c) Instagram - highlight again.

Aaron has set up the practice on Instagram as "Fosse Medical Centre". Pharmacy opening times for the bank holiday will be posted here.

11. DATE OF THE NEXT MEETING

The next meeting will take place on Tuesday 18th November 2025 at 4.45pm.

12. ANY OTHER BUSINESS

NIL

Jane thanked the group for attending the meeting and closed the meeting.

VH