

PATIENT PARTICIPATION GROUP MEETING MINUTES

TUESDAY 19th August 2025

Present : Jane Rudon, Kerrigan Rudon, Irene Gwizdala, Susan Moore, Linda Haigh, Amanda Williams, Gwen Thompson, Klair King, Vicky Hill, Aaron Mann and Dr Mukadam.

Apologies: Stewart Hill, Ian Buehring, Ian McCormak, Roy Birch, Akram Ajmeer.

NOTES	ACTION BY
<p>GROUP MEETING Jane Rudon opened the meeting and welcomed all members. There were apologies from Stewart Hill, Ian Buehring, Ian McCormak, Roy Birch and Akram Ajmeer.</p> <p>2. MINUTES OF THE LAST MEETING HELD ON 10th June 2025. Ian McCormak was missed off the list of attendees. It was agreed that the minutes were an accurate record of the meeting.</p> <p>3. MATTERS ARISING <u>Phone Issues.</u> Linda explained the difficulties she had getting through on the telephone. Vicky described the process when the option for the medical secretary is chosen. If the secretary is unavailable, the phone will continue to ring with no queue information and not revert to the main system options. (Aaron to look into this)</p> <p><u>Social Prescriber (SP)</u> Each PCN should have a SP. The role of the SP is to offer guidance with any “social” issues eg finances and where to find support cafes. The role is fairly new and no specific training is given hence it is difficult to find a good candidate. We are presently using the Care Navigator (Melanie Woolie) to cover the SP needs in addition to all Care Navigator requirements.</p> <p>4. STAFFING UPDATE Aarti has left to go to university. Lale has started on reception. She has a customer care background. We are trying to recruit an admin person to work with Karen (the secretary). The post was filled but the person changed their mind.</p> <p>5. THE BUILDING Work is being undertaken by the staff to draw up plans for some building work that would take place should FMC be successful in receiving funding next year. More funding is to be available next year for buildings that require planning permission. The plan is to have a lift installed and make four additional rooms available.</p> <p>6. PRIMARY CARE NETWORK The ICB is now dividing the city into Health Neighbourhoods as well as PCNs. This practice will be in Neighbourhood 4. Our PCN will cover two neighbourhoods.</p> <p>7. FEEDBACK FROM PPG NETWORK. Jane will be attending a meeting next week.</p>	AM

8. COMPLAINTS AND PLAUDITS

There was a discussion around sending a “thank you” to patients who cancel appointments that are no longer required and phoning people who book online but do not attend, to ascertain why they haven’t cancelled online.

The majority of DNA’s are for appointments that were booked a longtime in advance – however reminders are sent out the day prior to the appointment.

9. SIGNIFICANT EVENTS

A receptionist sent a home visit request via an electronic request, resulting in the Doctor not having read the request until after the home visits time. There was no bad outcome and this process has been addressed.

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

a) Phones – a request asking patients to report any issues they encounter with the phone system.

b) A list of what can be booked directly by a patient and what services need a referral from a practitioner.

c) Cervical screening: from 1st September a negative result will be sent via the NHS App instead of letters. Any abnormal results will still be sent out via a letter.

d) A new diagnostic centre has opened for Spirometry (breathing) at the Hinckley Hub. Fosse Medical Centre will be using this facility. However, it is anticipated that some patients may have difficulty traveling to the Hinckley Hub.

e) Vaccinations:

Flu vaccines start mid-September for 2 to 3 year olds and 1st/2nd October for over 65.

HPV was offered in schools, many children missed this so it will now be taken up by the practice nurse.

COVID These vaccines need to be taken up by the whole of the PCN or not at all.

Fosse Medical centre will look to team up with another PCN for this purpose.

Otherwise, patients may get this vaccine at a National Booking Centre or Pharmacy.

These vaccines will be offered to over 75 years / care home patients / immune suppressed patients.

Question: Why practices are opting out of covid vaccine? Answer: the funding is down and there is a lot of paper work involved. Fosse Medical Centre does still wish to offer the covid vaccine.

f) 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.

g) Room 0 (zero) – the conservatory

This space is to be used for medical students to see patients.

h) Instagram

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 7th October 2025

12. ANY OTHER BUSINESS

ADHD presently it takes 3 years for a diagnosis through the NHS. Many people are opting to go through “the right to choose” option.

SM

Joint Pain Programme (JPP) Amanda described what this is and how it is accessed. JPP is run by Nuffield Health. It is a nation-wide program available to people with joint pain such as arthritis or pre/post knee & hip replacements. It is a free service, requiring a commitment to 2 one-hour sessions per week, with a “rehabilitation specialist” for a period of 12 weeks. During this time the person has unlimited access to all the facilities & classes at the Nuffield Health gyms. This is followed by an additional 12 weeks of independent use of the facilities/classes. To enrol on this program, people need to visit the Nuffield Health website and complete a health questionnaire.

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

DRAFT