

# PATIENT PARTICIPATION GROUP MEETING MINUTES

TUESDAY 13<sup>th</sup> January 2026

**Present :** Jane Rudon, Kerrigan Rudon, Susan Moore, Linda Haigh, Amanda Williams, Gwen Thompson, Ian Buehring, Vicky Hill, Dr Mukadam, Aaron Mann

**Apologies:** Margaret Msimbe, Irene Gwizdala, Stewart Hill and Ian McCormack.

NOTES	ACTION BY
<p><b>GROUP MEETING</b> Jane Rudon opened the meeting and welcomed all members. There were apologies from: Margaret Msimbe, Irene Gwizdala, Stewart Hill and Ian McCormack. On New Years Eve Irene was knocked over by a cyclist who skidded on leaves, she has broken both wrists. Jane will send her a card and flowers from the PPG.</p> <p><b>2. MINUTES OF THE LAST MEETING HELD ON 18<sup>th</sup> November 2025.</b> Typographical error - there has been a huge amount of staff illness. Where patients requested to claim back costs for treatment abroad, this paragraph should include a comment that the answer is, no, costs cannot be reclaimed. It was agreed that the minutes were an accurate record of the meeting.</p> <p>Abbreviations: Suggestions of a few abbreviations to be explained in the newsletter. Perhaps include ones that refer to the structure of the NHS and then ones that will frequently be seen in patient notes.</p> <p>Patients may not be aware that from one sample of blood taken, there may be a variety of tests done and the results may arrive back at the surgery at different times.</p> <p><b>3. MATTERS ARISING</b> <u>Building</u> Planning has been submitted. Signs have gone up in the street advising the public that planning has been requested. So far there have not been any objections. One positive comment received. The inspection for bats has passed with no issues.</p> <p><b>4. STAFFING UPDATE</b> Dr Mukadam's NHS operation was cancelled and will now take place this Friday.</p> <p>All patients need to be registered with a partner in the practice. It was noticed that members of the same family have been registered with different doctors. Hence messages have been sent out to some patents advising them of a change in doctor. The number of patients registered to Dr Mukadam will reduce as he is a senior partner and requires time to work on practice business and paperwork.</p> <p>The practice is now fully staffed; Martha &amp; Zara have settled in well. Zara is now helping with phlebotomy. Melissa is progressing well with her studies. We have been looking for a practice nurse, the only reply was from a Locum, one session per week, however she is presently abroad,</p> <p><b>5. PRIMARY CARE NETWORK</b></p>	JR

There have been no meetings for a few months.  
Leicester & Northampton are to merge.  
There is a push from government to group surgeries into Neighbourhoods.  
Most PCNs are made up of surgeries that are in differing neighbourhoods.  
Neighbourhoods are to be set geographically & dependant on social services.

#### **6. FEEDBACK FROM PPG NETWORK.**

PPG employees are still concerned about the security of their jobs due to mergers.  
No feedback from the last PPG meeting due to them not providing minutes to that meeting.

#### **7. COMPLAINTS AND PLAUDITS**

A huge amount of gifts were given to the surgery. Text messages have been sent to all patients who brought in biscuits and chocolates for the practice staff, thanking them for this kind gesture. These gifts have been shared out equally between the staff.

#### **8. SIGNIFICANT EVENTS**

None.

#### **9. NEWSLETTER**

Vaccination rules to administer Flu & Covid vaccinations have reverted back to being individual surgeries not PCN related.

Fosse Medical Centre will sign up for this, meaning that they will do vaccinations for all their own patients including house bound & those living in care homes.

Additionally, will need to do care home patients for all of the PCN.

There will be a spring/summer covid vaccination programme then an autumn/winter Flu Covid programme.

Question: Are there statistics on which hospitalised patients declined Vaccinations?

This information is not available to us.

This year the flu epidemic peaked early and the vaccine was thought to only be about 40% effective this is due to the subtypes in the vaccine being an estimate.

Newsletter is to include:

Travel Vaccination prompts.

Importance of patients updating any changes to personal details.

Instagram: The surgery has 11k patients however only about 70 are seen to view Instagram posts. There are 350 who are noted as followers.

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

The next meeting will take place on Tuesday 3<sup>rd</sup> March 2026 at 4.45pm.

#### **12. ANY OTHER BUSINESS**

Health & Safety: There have been comments from some patients that the upstairs waiting room is too hot. Please note that fire doors must not be blocked open, also staff must not stand on chairs to open windows. The radiator can be turned off.

Phone call issues need to be logged. Phone company just says it's a glitch.

DNA figures. Request for data to provide a report covering a whole year.

Make sure notices are not obscured eg pointers to the various rooms.

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

SM