

PATIENT PARTICIPATION GROUP MEETING MINUTES

TUESDAY 21st July 2026

Present : Jane Rudon, Kerrigan Rudon, Susan Moore, Linda Haigh, Amanda Williams, Irene Gwizdala, Margaret Msimbe, Ian McCormack, Dr John, Vicky Hill, Klair King and Aaron Mann.

Apologies: Dr Mukadam, Gwen Thompson, Ian Buehring, Stewart Hill and Roy Birch

NOTES	ACTION BY
1.WELCOME AND APOLOGIES FOR ABSENCE Jane Rudon opened the meeting and welcomed all members. There were apologies from: Dr Mukadam, Gwen Thompson, Ian Buehring, Stewart Hill and Roy Birch. Dr John was in attendance on behalf of Dr Mukadam. Gwen Thompson has decided to step down from the committee due to health issues. A huge thank you to Gwen for all the time and contributions she has given to the panel. 2. MINUTES OF THE LAST MEETING HELD ON 9th June 2026. Date to be corrected on point 2. Remove Dr Mukadam from apologies as he did attend. A sentence to be removed from point 6 as the meaning was not clear. 3. MATTERS ARISING - none 4. STAFFING UPDATE Ongoing treatment for Dr Mukadam is going well. A locum will be in place to cover appointments for Dr Mukadam. The cost of the locum will be claimed back due to covering sick leave. A newly qualified GP is to be employed on a short term contract up to the end of March 2027, under the GP reimbursement scheme. The social prescriber (Umesh Patel) has been well received. All his appointments have been fully booked. Appraisals have taken place. Klair sat in and will take over the process next time. Feedback is that staff are happy. 5. THE BUILDING Planning permission has been received for a two-storey extension to go ahead. There is a requirement to match bricks to the existing old brickwork due to being in a conservation area. There was a search for high-quality reclaimed bricks. This will provide the practice with 7 additional rooms, 3 downstairs and 4 upstairs plus a lift from ground to 1st floor. ICB seem to be in support of this project with total cost estimated to be £1m which will need to be spent before end March '27. It estimated that the build will take 22 weeks to complete and that the surgery will remain open throughout. Outside construction will be completed first then the knock	

through. This information will not be put in the newsletter until a start date can be provided.

6. GP CONTRACTS - PATIENT REFERRALS

Controversial topic: Leicester Medical Committee (LMC) has advised not to take on any new shared contract agreements. Also advised not to sign the new contract. The new contract will create a barrier between primary and secondary care. GPs will not be able to refer a patient directly to a consultant. Details will need to be sent for a consultant to review before the consultant decides to book an appointment or request further diagnostics.

This is likely to slow the patient pathway and create additional work for all involved.

GPs at this surgery are not using total triage. Aaron & Vicky are researching and contacting other practices to get feedback from practices that do use total triage. Doesn't seem to work well for all demographics.

7. PRIMARY CARE NETWORK.

Dr Topala is being proactive and will be sending out text invitations to attend an open evening at the end of August (20th). Topic will be Obesity, there will be a presentation and discussion / question time.

8. FEEDBACK FROM PPG NETWORK.

The main topic was to help to ensure people know the correct pathway to get the right medical support at the right time.

Pharmacies can now vaccinate children.

There are now so many options where to get vaccines that some GPs are ceasing to provide the vaccinations. This practice will continue with Flu this autumn, after that they will audit the take-up on vaccines to assess whether weekend clinics are worthwhile.

It is pharmacy only for meningitis B vaccines.

9. COMPLAINTS AND PLAUDITS.

Many plaudits have been received.

Vic phoned one patient regarding a bad review on Google.

10. SIGNIFICANT EVENTS AND LEARNING POINTS

Issues with the current phone system are ongoing. The new supplier has recommended that the rooms in the new extension be set up with the new phone system from the start of their use. This will mean that for a short time there will be two phone systems in use.

There was a complaint where the parents, (non English speaking) had not given all the symptoms for their baby - Loss of consciousness was not mentioned.

Outcome:

This was not upheld medically.

When all appointments have been allocated, instead of being advised to contact 111, the practice will make time to see all babies under one year of age.

11. NEWSLETTER

Next issue is Autumn, due 1st September.

To include: MacMillan Bowel Cancer awareness at LCFC. Pharmacy providing meningitis vaccine. If space, add an article encouraging younger patients to take up Smear tests. Note for patients to describe all symptoms.

Request more copies for of the current newsletter to be placed in the reception area.
Gwen previously provided DNA posters that are laminated and displayed in the surgery, she is happy to continue doing this task.

12. DATE OF THE NEXT MEETING

Tuesday 1st September 2026

13. ANY OTHER BUSINESS

There was no other business.

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