

PPG Minutes, 10th October 2024

Charnwood Community Medical Group – Dr Hanlon and Partners Patient Participation Group (PPG)

- 1) **Chairman's welcome** – Mick welcomed the group and Zijie Xie, a final year PhD student, plus her Mentor Dr Martin Maguire
- 2) **Zijie had prepared** four questions for us to answer, about the use of medical websites thus forming the basis of a discussion.
 - a) The group contributed their personal experiences of visiting medical websites for information gathering or making appointments. Issues were shared about how far one could trust them to give good information.
 - b) The NHS website seemed to be trusted but can be found pedestrian in its use.
 - c) Melissa warned against Googling medical websites since they use an AI facility called Search Engine Optimisation. SEO can put a web link at the top on a search, using predictive text and the links are not always safe.
- 3) **Those present** – Mick Gregory (Chair) Helen Davison (Vice Chair), Carole Jefferson (Secretary), Anne Lockley, David Jefferson, David Meredith, Emilene Zitkus, Ian Overton, Mellissa Hadfield, Ian Overton, Paul Hanlon (Business Partner and SIRO - Charnwood Community Medical Group - Practice).
- 4) **Apologies received**, Bhasker Khatri (Management Team) Elizabeth Sharpe, Ian Farnfield, Nic Cawry, Peter Lewis, Sandra Mould, Shirley Siriwardena
- 5) **Approval of minutes of September 12th 2024**
 - a) Matters arising - One amendment – Melissa's name was spelled incorrectly on Page 1. (apologies Melissa) Minutes were agreed and signed.
- 6) **The Corkill Award.** The focus this year is around patient engagement and patient experience. Mick has worked hard on our submission. The instructions were ambiguous in that it could be read that the submission could contain 500 words. We took that to mean 500 words for each section, but after checking, NAPP confirmed that the 500 words was for the whole thing. Helen, with the help of her husband Martyn, produced a shortened version, to which Mick made a few alterations. The result was shared with Helen and Carole for comment before submitting to NAPP - deadline 16th October 2024. The first prize is £400, which we look forward to spending. Huge thanks to Mick, Helen, Martyn for your hard work on this submission.
 - a) NAPP affiliation. There was a discussion about whether or not we should continue. The fee this year is double what it was last year and we wonder if it is worth it these days as we don't seem to get the newsletters and information of as good quality as

previously. It seems that the subscription has to be paid before the Corkill judging, so Paul will pay again his year for us. Thank you, Paul.

7) **Project Groups**

Practice website group (Emilene, Melissa, Carole, Mick)

- i) Ian and Helen - The Patient Information items page. Helen and Ian have completed the review and will send the results direct to Paul.
- ii) Carole -The PPG page. Carole will send comments to Paul.
- iii) Melissa and Emilene -The Practice Information page. Melissa has 'travelled through' the website seeing if she can get to where she wants in a sensible way. She found that the links worked.
- iv) It was agreed that we would aim to complete the work by the November 14th meeting.
- v) Digital Enabling – Anne mentioned that she had heard of a Practice where they provided facilities for in-house coaching staffed by volunteers. Paul offered to look at how such a scheme could be set up.

(1) Ian O encouraged us to think about the specific needs of the population. Older people unable to use computers are reducing in number, lower age groups have had the benefit of using computers but younger people favour Apps on their phones and may not be comfortable with PCs

- vi) If anyone else spots anything such as an incorrect word or spelling that needs changing on the website, please contact Mick. mick.gregory242@gmail.com or carole@djassoc.f9.co.uk

8) **Practice and Federation Updates**

- a) Phone messages – Paul reported that he still has an action to pull together a group to look at the phone messages which he will do as soon as possible.
- b) The NHS is keen to promote screening – for all conditions including Child immunisation. This could be a topic for the Project Groups for 2025
- c) RSV vaccinations were ongoing
- d) Flu vaccinations – a low uptake which could be due to patients going to pharmacies where they could have flu and CoVid at the same time.
 - i) GP practices were not offering CoVid this year.
 - ii) This could result in GP practices over ordering flu vaccine and having to waste the excess which would cost money. The Practice has to pay for the vaccines. Because they have to be ordered so far in advance (2025 vaccine is being ordered now) it is difficult to estimate how many jabs would be required.
- e) New patient registration can be done on line now
- f) Much GP time taken up with 'subject access requests' for Benefits etc. It was hoped that new software might be available to speed this up.
- g) Dr Shabina Petkar had been recruited to the staff following locum work with the Practice.

- h) The Partnership Agreement was being updated
- i) Loughborough MP Jeevun Sandher was raising GP health care in Parliament this week
- j) Paul thanked us for our comments on the recently proposed letter to patients about BMA collective action (see minutes September 12th 2024). The Practice will consider them and decide the next steps.

9) Acknowledgment for Practice Staff

- a) A collection will be made at the November meeting to buy biscuits, fruit and sweets or chocolates for the staff for Christmas. A suggested donation of £2, which, if all fifteen members give, will be sufficient for a suitable gift.
- b) Carole will get a card for all to sign

10) Meetings attended

- a) Mick, Anne and Helen, attended a Co-Production workshop on October 10th 'Communication and decision making study of Patients and clinicians experiences and design of professional development and patient information materials'
 - i) It was a very interesting meeting, with delegates attending from a wide area.

11) Visiting Speakers

November 14th – Tracy Ward and Kelly Wright - Adult social care

12) Date of next meeting

November 14th 2024 – . Paul will bring survey data from patients attending the Flu Clinic

13) The meeting closed at 18.45

Thank you, Paul for your input, very carefully explained.

Minutes agreed and signed as correct..... (Chair) Date.....