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| **PPG MINUTES** |
| Meeting AGM. | **Patient Participation Group (PPG)** | **Date** | **Tuesday 6th February 2024** |
| Chair | Chris Berry | Time | 7.00 pm – 8.35pm |
| Secretary/Minute Taker | Elizabeth Clough (EC) | Location | Quorn Medical Centre |
| **PPG Panel Attendees:** Keith Allan, Chris Berry, John Bragg, Beverley Carr, Liz Clough, Samantha Fern, Fiona French, John Hoogerwerf, Lynne Milner, Di Lovett, Neil Robertson, Roger Price |
| **Virtual PPG Representatives**:  |
| **Practice Representatives:** Dr Umar Abdulmajid (Senior Partner), Claudia Crabb (Practice Manager), Ellen Squire (Assistant Practice Manager) |
| 1. **Apologies: 7.00pm – 7.05pm**

Judith Smithard, Dr Gemma Hardy (Senior Partner) |
| **No** | **Actions** |
| **2** | **Guest Speaker:** Helen Cullinan, LOROS Community Engagement OfficerChris Berry welcomed Helen Cullinan the meeting.  Helen talked passionately about the care and support LOROS provides for terminally ill people across the whole of Leicester Leicestershire and Rutland. This takes place either at the hospice or in the home. The hospice can accommodate 31 inpatient beds on 2 wards (1 male/1female). They can provide specific chaplaincy for various faiths and employ councillors to help families cope. Their volunteers provide help with activities, fundraising and transport and are engaged in the friendship program and bereavement service after specific training. Fundraising is necessary - for every 5 patients they look after, the Government pays for 1. For every £1 raised, £0.90 pence is spent on care. They run 27 charity shops through the LLR region.  The charity is involved in research into palliative and end of life care, working closely with De Montfort University.  They also assist with funeral wishes and provide help and assistance in talking about a patient’s vision for it.  Q. Do you look after people which dementia?A. Yes but not as a primary care Q. How are patients referred?A. Hospital Consultants, GPs, or other cliniciansQ. Do you work with social prescribers?A. YesQ. Is training provided for volunteers?A. Yes for certain programs. Some volunteers no, such as gardeners, organisers for the Twilight WalksA. How do you volunteer?Q. Phone in or apply online. Quorn and surrounding villages need volunteers as geographical areas are taken into consideration. It was noted that the PPG could help with a recruitment drive. Chris to contact Alan Plumpton at the Barwell & Holycroft Medical Centre (01455 849149) re: governance ACTION CHRIS Chris thanked Helen for coming on behalf of the PPG.  |
| **3** | **Matters Arising from Meeting 5 December 2023. 7.35pm - 7.48pm*** Section 106 money - ideas discussed, flood boards. It was noted that any application must increase clinical capacity. 2 digital information message boards.
* Speakers - Ideas discussed were LCC talk about ‘swap skills’ and could be beneficial for young people. CLAUDIA ACTIONED.  Link up to what’s going to be on the PPG notice boards that Keith updates? Rainbows? Nuffield re: joint pain and their Active Together program?
* Pre-diabetes event. Has the practice heard from Jane Holland as to whether Public Health Collaboration has been approved? No
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| **4** | **Practice Matters: 7.48pm – 8.05pm*** Some patients may be referred to Pharmacy First who can prescribe for certain conditions e.g., sinus problems, impetigo, conjunctivitis, shingles, certain UTI’s.
* It was noted that the practice is an accredited Level 1 healthy workplace for staff wellbeing. They are now continuing and hope to complete Level 2 by year end. A healthy workforce helps to maintain good patient care.
* A new Patient Coordinator (Julie Oliver) has joined the team.
* National Practice Survey - can the PPG help distribute? ACTION CC to Feedback.
* It was noted there are Afghanistan refugees currently being assisted at MOD Garats Hay and Quorn Medical Centre is providing medical services.
* Claudia passed round an advert for UHL- Patient Safety Partner which is a paid position and open to any member of the public.
* It was noted that the Practice will be hosting a Registrar (newly qualified Doctor) in April, and they will take on 80+ appointments per week.
* The ‘POD’ is now up and running providing 2 extra clinical desks.
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| **5** | **Patient Voices 8.05pm - 8.17pm**The diversity sub-group cohort held a meeting on Thursday 18th January to discuss forward planning. It was agreed to move away from the national requirements to specific practice/local healthcare requirements where representation is needed. It was initially thought children/young adults and those with mental health problems. To this aim, they will need to initially work with the practice to identify who these patients are. Another meeting with practice representatives will need to be actioned. ACTION CHRIS |
| **6** | **Feedback from Charnwood PPG Forum 8.17pm - 8.22pm**The Charnwood PPG Forum meet once every 2 months at the Roseberry Medical Centre, Charnwood Federation Offices in Loughborough. Items discussed included the Neighbourhood Mental Health needs, highlighting a developing service. Cancer Maps and top tips for living to 100! ES to forward documents to VPPG. ACTION ELLEN**Ideas and Suggestions for QMC Public Events in 2024/2025. 8.22pm - 8.26pm**Mental Health & Wellbeing. This topic was discussed as to how the PPG could engage the practice community. Information packs. Physical and exercise. Join up with the local be Active be Kind group. Buddy program. U3A. Bringing people together better. Age 70+ group.  |
| **7** | **Any other Business 8.26pm - 8.31pm*** It was noted there are old website messages on the home page. Together with some link issues. ACTION ELLEN/CLAUDIA
* Dr Bailey is currently on Jury Service
* Reception makeover - needs to be more child friendly on arriving. A sub-committee (Lynne, Di and Samantha) will look further into this and report back at the next meeting.
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| **8** | **Future Meeting Dates 8.31pm - 8.35pm**2nd April - confirmed. \*Time Bank Speaker4th June6th August1st October3rd December (AGM 6.30 start)  |
| **Date of Next Meeting: Tuesday 2nd April 2024 at 7.00pm**  |