

Broom Leys Surgery

PPG Meeting Minutes 25th March 2023



Date: 25th March 2023

Time: 10:00am

Venue: Waiting Room

Attendees: separate list

Apologies: separate list

NO.	DISCUSSED:	ACTION BY:
1.	<p>Practice Building Tour & Building Refurbishment Update.</p> <p>The meeting was held on a Saturday morning as the Patient Participation Group (PPG) had requested a tour of the practice. The tour went well, the attendees were able to see the clinical rooms, the phone call areas, and the administration areas upstairs. The attendees advised that they found this interesting and informative.</p>	
2.	<p>Practice Update.</p> <p>The recently recruited additional clinical staff are now settled having completed their induction training and are working well within the practice. The PPG would like to meet the new staff and the practice will arrange for them to attend the next few PPG meeting to introduce themselves and discuss their roles.</p> <p>There was discussion on the recent changes to the appointments model and the Enhanced Services model times 7-8am, 6-8pm and Saturday 9 – 5, these sessions will be held over two sites, Long Lane Surgery and Castle Medical Practice in Ashby on alternative weeks. The PPG Chair shared how she had a problem trying to cancel an Enhanced Services Practice appointment so this will be shared and fed back to the GP's and Locality.</p> <p>Research- the practice has now become a level 3 practice which is not easy to achieve, currently we are taking part in a couple of studies</p> <ol style="list-style-type: none">1. the DEFINE Study for Respiratory, encompassing FENO screening which was loaned to the practice for the duration of the study but as we have exceeded the target set of patients to be screened, we have been informed we are able to keep this machine.	

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	<p>2. The second study is a Baby Hip Study which will be achieved during the 6-week baby check within the practice.</p>	
3.	<p>Practice Challenges</p> <ul style="list-style-type: none">• Press Issue- there was discussion about an article in the local press about the lack of face-to-face appointments at the surgery. There was a discussion with the PPG explaining how the practice was said to have demonstrated a reduced number of Face-to-Face appointments in comparison with other surgeries. It was highlighted that there were some data issues on the computer appointment system which resulted in incorrect information which we believe has now been rectified, in addition, a high number of patients are choosing Telephone Consultation and declining Face to Face as it is more convenient. The PPG stated they supported the practice in the model of service we offered.• Patient Feedback – the Practice Manager mentioned that the practice are planning to have a Feedback Survey later in the year, PPG said they would be happy to help with this process.• GP Contract Changes – discussion around some new actions required, including that patients will be offered an appointment when they first contact or sign-posted to other services; there is uncertainty of how this is to be achieved without additional funding in place to help with this.• Call Wallboard- The Practice Manager highlighted the practices' average call wait times (average 26 seconds) and DNA rate and it was agreed that the practice would publicize some of the call data including total call taken/missed and average answered each month and the number of lost appointments each month.	
4.	<p>Fundraising Update - New International Normalised Ratio Machine.</p> <p>The new INR machine was shown to the PPG attendees by the Nurse Manager/ANP with an explanation of how this works.</p>	
5.	<p>Covid Spring Booster.</p> <p>Manager/ANP shared the criteria for this vaccination and to include:</p>	

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	<ol style="list-style-type: none">1. For Housebound Patients2. Patients aged 75 years and over3. Immunosuppressed patients4. Over 65 years who are in Care Home. <p>There has been no confirmation regarding the supply, so this could range from 1 vial to many more. PPG members offered to assist with the clinics if required.</p>	
6.	Clinic Services. <ul style="list-style-type: none">• Nurse Manger/ANP gave an update on our patient health reviews for Housebound, Learning Disabilities, Minor Surgery, Quality of Framework (QOF), there was a discussion around Health Inequalities with a view to looking at what we could do to support these patients moving forward.• Diabetes Update- Nurse Manger/ANP shared that Broom Leys is partway through upskilling to becoming an enhanced practice for Diabetes, which means that our cohort of patients should primarily have their care managed by the practice.• The practice is starting to return to health review carried out by the practice around the time of their birthday, this is known as a Birthday Recall System.	
8.	A.O.B. <ul style="list-style-type: none">• The Deputy Chair wanted to know if we are registering any Out of Area Patients. The response was no, as most practices tended to have patients within their boundaries for several reasons, including the potential difficulties should a patient require a home visit.• PPG Chair shared that the last Northwest Leicestershire meeting she went to demonstrated how the County has a high rate of Lung Cancer and that the local NHS are looking at what they can do to raise awareness of this. There was a suggestion of an Awareness Week with a local Campaign to help raise awareness,	

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	<ul style="list-style-type: none">• The PPG wanted to carry on fundraising events to help to raise funds for future equipment needed.• Practice Manager shared that Markfield Community Centre are holding a Menopause Clinic on the 27th of April between 6-8pm as an awareness session if anyone wishes to attend.• Practice Manager also shared that Broom Leys have started the pathway to become a “Greener Practice” and this involves the sharing of information to recycle used inhalers, insulin pens etc by returning them to the pharmacist. Future ideas were also suggested including recycling plastics and cardboard.	
Meeting Closed		