

Broom Leys Surgery

PPG Meeting Minutes 8th June 2023



Date: 8th June 2023

Time: 16:00

Venue: Waiting Room

Attendees: separate list

Apologies: separate list

NO.	DISCUSSED:	ACTION BY:
1.	Welcome, Apologies & Introductions.	
2.	Practice Update. PB gave an update on the recent changes to the team: <ul style="list-style-type: none">• Patient Service Manager Alison Hall leaving and the recruitment of 3 new Patient Service Team members.• Laura Cresswell been appointed as the Operational Manager; her duties will now include responsibility for the Patient Service Team.• Kathy Platts would now be dealing with positive and negative patient feedback.• There was discussion around the practice becoming a training practice as we are now training Student Nurses, Pharmacists and Medical Students.	
3.	Meet the new staff. LD who is an Emergency Care Practitioner (ECP) discussed her role working as part of the clinical team including dealing with minor illness and patients who need some additional support. <ul style="list-style-type: none">• Regularly supports the Care Home, contacts them every day and she has a face-to-face ward round once a week. She works closely with the GP's and KS.• Works to build positive relationships with patients who may need additional support or who have not attended for their medical reviews.• Home Visits including house bound patients who need medical review or vaccinations e.g. flu and COVID.	

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	<p>LD discussed how the practice was working towards becoming a Green Practice and gave some examples of the work that has been done so far including:</p> <ul style="list-style-type: none">• Upgrading all lighting to Led where possible.• Recycling: printer cartridges, in-house batteries, cardboard, and plastics.• How the clinical team are working with patients to review their medication and where appropriate changing to greener alternatives. <p>Some PPG members advised that there were now options for recycling toothpaste tubes and blister packs, and it was agreed to see if we could get details to share with the team as this is something they may want to do.</p>	
4.	LLR Make a Difference campaign. <p>The ICB in partnership with Practice Managers and PPG's has put together a campaign / toolkit to help practices recruit PPG members. Our PPG chair has attended some of the recent ICB meetings and has received this information pack; the group felt that this may invoke interest from other patients and would like us to participate in the campaign and they are willing to support any new PPG members.</p>	
5.	NHS Healthy Start. <p>NHS awareness campaign to promote additional funding available, if you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk.</p> <p>PPG members thought it would be very useful to publicise this information as it would support parents.</p> <p>The information has been shared with the Midwife and published on our website.</p>	
6.	Lung Cancer Awareness Event 20th June. <p>The PPG Chair wanted to promote the Lung Cancer event on the 20th June in the car park of Morrisons Coalville.</p> <p>PPG members are interest in the feedback and as they are looking for ways to raise awareness of this issue with our patients. This will be added to the agenda for the next meeting.</p>	

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7.	The Trussell Trust food bank collection. The PPG discussed their concerns of the current financial situation and agreed that we would again do a Trussell Trust collection for a few weeks during the school holidays. Moving forward the group agreed that they would do 2 collections a year, around the school summer holidays and Christmas.	
8.	A.O.B. PB advised that the practice was looking to achieve RCGP Active Practice status. Working with our local Active Together Team we have been advised that some of the work that we are currently doing would support this application. PB advised there has been an increase in challenging behaviour from some patients including verbal abuse, aggressive behaviour, and threats. This behaviour has been directed at both clinical and non-clinical staff which is having a significant negative impact on the whole team. The PPG offered to help with any future Flu and COVID clinics and advised that if we were going to be sending out winter support packs to patients again this year, they would be happy to help put the packs together. PPG Chair advised that a PPG member had raised a concern with her that there was no way to cancel an Enhanced Access appointment on the day when the surgery was closed. The Chair was pleased to announce that there is now a direct telephone number. PPG Chair advised that at the next meeting there will be a speaker from LOROS to discuss their services.	
9	Date and time of Next Meeting 10th August at 4pm	
	Meeting Closed	