

Broom Leys Surgery

PPG Meeting Minutes



Date: 16th May 2024

Time: 16:00

Venue: Waiting Room

Attendees: separate list

Apologies: separate list

NO.	DISCUSSED:	ACTION BY:
1.	Welcome, Apologies & Introductions. Karen Smith (KS) (ANP), Pauline Beall (PB) and Jo Lock (JL) Cancer Care Co-ordinator from NWL PCN joined the meeting.	
2.	The previous meeting minutes was approved.	
3.	Matters arising from the last meeting. There were none	
4.	Practice Update. KS and PB advised: <ul style="list-style-type: none">• that a member of the reception team had left the surgery.• there have been 2 further incidents of patients bullying and intimidating reception staff which had been witnessed by a number of patients including our PPG Chair and Deputy Chair. These incidents were discussed in detail and it was recognised that there is an increase in these types of incidents against staff at the practice.	
5.	Jo Lock (JL) – Cancer Care Coordinator (North West Leicestershire PCN). JL gave an overview of her role in the areas of breast, cervical and bowel screening and the work she is doing to support all patients within our PCN area. JL would like to spend some time at BLS raising awareness of the importance of screening by talking to patients and distributing information leaflets; the PPG offered to support her with this. 17 th – 23 rd June Cervical Cancer week, JL advised that she had requested more clinics to be available at Enhanced Access to support the awareness campaign and hoped to see an increase in screening. JL is currently focusing on patients who do not respond to screening recalls to see if a personalised approach would help support these patients to attend. There was a Q&A session with JL, she was asked how can somebody encourage people to attend the clinics, JL responded by stating that by, encouraging people to share their concerns and by giving the opportunity to	

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	<p>discuss their concerns with a member of the clinical team, giving out leaflets, putting up posters and using social media.</p> <p>Jo would like to hold an information afternoon which the PPG could support and this would be looked at later in the year.</p>	
6.	<p>Active Together Walking Group.</p> <p>The PPG discussed their Active Together Walk which is planned for June 26th at 2 pm. The inaugural Walk will be from the surgery to Holly Hayes Wood at Whitwick.</p>	
7.	<p>PPG new member recruitment.</p> <p>The PPG are hoping to get involved in a number of surgery projects and are looking at recruiting new PPG members.</p>	
9.	<p>AOB</p> <ul style="list-style-type: none">• Feedback on NHS Choices and Google, the negative impact that this type of feedback can have on the surgery team.• PB talked about the potential research opportunities that may be available for patients now that the practice has become a Level 4 Research Practice.	
8.	<p>Date and time of Next Meeting</p> <p>Next meeting to be held on 18th July 2024 at 4 pm.</p>	
	<p>Meeting Closed</p>	