

Broom Leys Surgery

Patient Participation Group Meeting

Minutes



Date: 16th January 2025

Time: 4:00 pm

Item	Item	Owner
1.	Welcome, Apologies & Introductions	PB
2.	The minutes of the previous meeting were approved.	PB
3.	Matters arising from the last meeting <ul style="list-style-type: none">Confirmation of PPG Meeting DatesPPG Active Together Walk 5th February 2:00 pm	PB
4.	Practice Update: <ul style="list-style-type: none">New Phone System The practice will be having a new phone system from Xon which will include a call back system, we are currently waiting for the 'go live' date.Patient Record Update<ul style="list-style-type: none">Carers – we are hoping to identify which of our patients are carers over the next few months to ensure they are offered the support options available to them.Veterans – we are hoping to identified all veterans as there are priority services that may be available to them e.g. OP VeteranPPG Recruitment<ul style="list-style-type: none">We will be inviting patients to join our PPG, it was agreed that should any patient express an interested then our current PPG members would meet with then to share their experiences.RGCP Green Practice Award The practice has been working hard to meet the NHS Net Zero target, and we have been working on the Green Impact for Health Toolkit. We are pleased to share that we achieved a Gold Award and have been ranked 8th in the national table.Pharmacy Recycling Survey The practice is going to liaise with our local pharmacies to identify what used medications they collect for recycling purposes; these could include inhalers, insulin pens, and blister packs.Active Practice Update The members are keen to promote the Walking Group and shared that there are many low priced classes at the local leisure centre	PB

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	including an Active Exercise Class which costs around £3 for an hour	
5.	Living With Pain – Patient Support. Our PCN (North West Leicestershire Primary Care Network) are offering a series of support meetings to help patients with chronic pain; the clinical team are currently reviewing our patients records to identify eligible patients.	KS
6.	MP Visit will be on Monday 20 th at 2:00 pm (1 hour) the format of the meeting was discussed and we agreed: <ul style="list-style-type: none">• PPG Members have offered to attend the meeting.<ul style="list-style-type: none">○ During the discussion, it was decided that we wanted to share what we do well – average call answering time of under 30 seconds, The Green Practice Award, Veteran Practice, Active Practice, Safe Surgery, Food Bank Collection and our Health Inequalities work.○ Finance issues post Budget and the impact that this is having on the practice.	KS & PB
7.	AOB The surgery is hoping to be able to get a new heating system as the current system is irreparable . We will be purchasing a Centrifuge within the next few months as this will enable the practice to offer services that require a blood tests in the evening.	