Broom Leys Surgery

Patient Participation Group Meeting

Minutes

Date: 20th March 2025

Time: 4:00 pm

Item	Item
1.	Welcome, Apologies & Introductions

2.	Practice Update:
	• New Phone System
	  ○ As part of our NHS contract the practice had to upgrade our phone system from selected providers, the changeover occurred on Friday 14th February and has created many issues, hopefully we have resolved many of the issues.
	• Callboard Patient System
	  ○ Our patient calling in screen is no longer working; we have ordered a new one and are currently waiting for an installation date. The new board will allow us to so share health related messages.

3.	Building Upgrade Plans • We shared the plans for the proposed changes to the surgery which would increase our clinical rooms by 2 and create a clinical triage room; the surgery has applied for some funding from the ICB towards the cost and hope to hear about this sometime in April.
4.	Spring COVID-19 Vaccination Programme • Spring covid vaccination programme starts here on 02nd April for over 75's and immunosuppressant patients. We are not able to book until Tuesday 25/03 and once we have confirmation of the vaccines we will contact patients. • We will send out the dates and times to our PPG members to see if anyone would be available to support the practice.
5.	Mental Health Community of Practices in Northwest Leicestershire on 30th April 9.30 – 2.30. • The practice is working with the Adult Mental Health Neighbourhood Lead for North West Leicestershire and some of the team will be attending the Mental Health Community of Practice session at the end of April. The focus for this meeting is 'Wait Well and Recover Well' , which is looking at what options are there to support people to connect into their community and be proactive for their wellbeing even while they are on waiting lists for any services or undertaking/recovering from treatments (whether physical or mental health related).

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	• There may be the option of a PPG member joining this session, please let the practice know if you would be interested in joining.
6.	Medical Students • The practice may again have medical students at the surgery in May and the students will need patients to review, the commitment would be to attend an appointment for about half an hour.
7.	AOB • PPG members attended the NWL GP Federation Annual General Meeting on 06th February, those that attended advised they found it interesting. • Prostate Testing, a question was raised asking if there was a system in place to contact patients to advise them that they could have a prostate test if they wanted; advised that at this stage there is no national screening programme, and patients would need to discuss this with a clinician. • There was a query around the phone system lunchtime message, what time does this start as it seemed to have changed. This query will be passed to the Operations Manager to review the messages and timings to ensure they are correct. • Positive feedback relating to a patient who had sudden change to their vision, optician advised to see the GP, they contacted the surgery and was seen by the Duty GP that day, referred to secondary care that day and had an appointment has come through for an appointment in April. • Bright Hope are looking for Befriending Volunteers which the practice will publicise with posters and on social media.