Broom Leys Surgery

Patient Participation Group Meeting

Minutes

Date: 17th July 2025

Time: 4:00 pm

Item	Item	Owner
1.	Welcome, Apologies & Introductions No apologies received	KS
2.	Practice Update: • KS advised that the practice will be piloting a new way of managing the clinical letters received by the practice, the system is not yet fully functiona, but hope that this could speed up how we process our documents. • Fire door upgrade, our recent fire door inspection identified that 22 of our doors required replacement of seals and automatic closures at a cost of £15K. This work was expected to take 2 weekends however, the upgrade was completed in 1 weekend. • PB discussed a change to birthday recalls and the way that patients would be booked in for their health reviews, we are currently transitioning to a Patient Needs Group Model and will fully implement this from April 2026.	KS
3.	National GP Patient Survey The 2025 National GP Patient Survey has been published; the survey is conducted between Jan – March with surveys being sent to patients directly. The summary was shared with the group and clearly showed that in many of areas we exceeded the local and national figures. The team are going to review the results at one of the practice meetings to see what learning we may have. Patient Feedback A summary of compliments and complaints received by the practice including staff groups, for the period of 01/04/24 to 31/03/25 was shared with the group. • 2024/25 Complaints received 25 • 2024/25 Compliments received 24	PB
4.	Housebound Chronic Disease Reviews Overview by NW (Assistant Practitioner) An overview of how patients home visits health reviews were going and how the practice are also offering some local support information as part of a pack given to this group of patients; the pack also included ‘Worry Worms’ which had been donated to the practice for any patient who wanted one.	NW

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	PPG Chair asked about the procedure for Shingles vaccinations for housebound patients and was advised that patients were being regularly reviewed and visited to ensure they did not miss these vaccinations.	
5.	NWL GP Federation - The Work Well Service A new service is available for patients which supports them returning to work, this service is being advertised around the surgery, on the call-in screen and on the practice website.	PB
6.	Winter Flu and COVID-19 Vaccination Programme From 1st September pregnant women and 2- to 3-year-olds will be eligible to have their flu vaccinations. All other eligible cohorts, over 65 and anyone with a immunosuppressed state will be offered flu and Covid vaccinations at the surgery from the1st October subject to Covid vaccines being available. Subject to Covid vaccine delivery dates, we will provisionally book clinics for the care home and housebound patients.	KS

7.	AOB
	• Parking
	  ○ There were concerns raised regarding the car park being used for school drop-off parking. PB confirmed that it has been raised with the local school and will remind the school again at the start of the next academic term.
	• Coffee & Cake Morning
	  ○ The PPG will hold a coffee morning on Thursday 4th September between 10:00 – 12:00 to raise funds for Bright Hope.
	• A member queried if the were there any changes to how the reception front desk was staffed, KS stated that this was due to unplanned staffing issues and hopefully a short-term issue.
	
	• PPG members are invited to attend the practice on a Saturday morning to have a walk around the surgery and get an update on services we offer; the date will be decided at the September meeting.	

Next Meeting	16:00 Thursday 18th September.	

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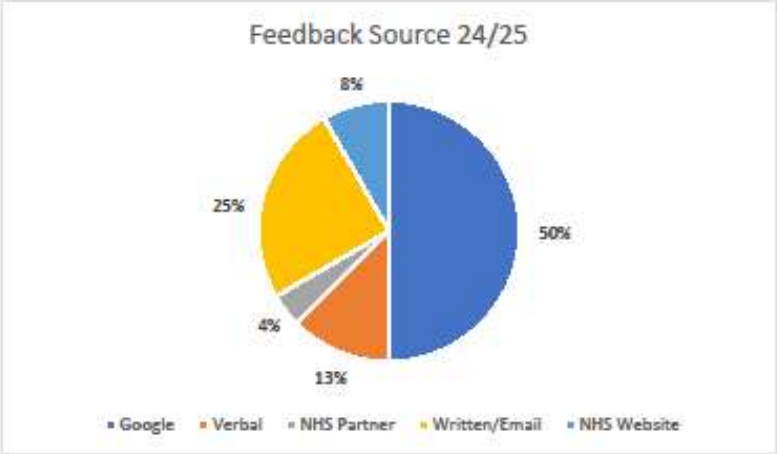

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NWL GP Federation

Working together for our patients

WORK WELL

YOUR HEALTH, OUR PRIORITY !

Building a fulfilling work life isn't always easy.
Your Work and Health Coach will help you uncover something that suits you. Together, we will create a personalized plan to reach your employment goals.

Criteria

- Registered with Local GP or Jobcentre
- Have Disability or Health Conditions
- Has Right to work in the UK
- Aged 16+

CHOOSE US FOR:

- ☑ Finding a New Job
- ☑ Writing a CV and Interview Skills
- ☑ Courses & Training Opportunities
- ☑ Link to Local Employment Services

MORE INFORMATION

Ask your GP Surgery for a Referral or scan the QR code

Referral Link - Work Well on Joy

North West Leicestershire