

**NORTHFIELD MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING
Wednesday 11th September 2019**

In attendance:

Jackie Collington (JC) - Chair; Mike Howkins (MH) - Secretary; Joy Franklin (JoyF); Dr Anil Sood (AS); Marian Broomhead (MB); Jenny Quilter (JQ); Val Foster-Bains (VFB); Angela Hillyard (AH); Jean Voller (JV); Jen Fielding (JenF)

Jackie Collington welcomed Jean Voller to her first meeting of the PPG. Members of the PPG introduced themselves.

| ITEMS | | |
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| 1. | Apologies | Apologies for absence were received from Shama Malik (SM) |
| 2. | Notification of items of A.O.B. | Two issues would be covered under PPG patient comments, from matters raised with MH and MB. |
| 3. | Review of minutes of previous meeting held on Wednesday 12th June 2019 | The minutes of the meeting held on Wednesday 12 th June 2019 were agreed as being correct. JC reported that all issues were covered on the agenda and that for item 6 in the minutes there were no significant issues to report. |
| 4. | PPG Locality Meetings (any attendees) | JC, VFB and JoyF had attended a locality event. JC reported that Fiona Barber would like to come at visit Northfield PPG – this was agreed by the PPG. Simon Pizzey had introduced a forward plan, looking towards the prevention of illness (smoking, obesity, dental care, type 2 diabetes and other like issues). Paula Vaughan talked about Primary Care Networks. The PowerPoint presentation circulated to all PPG members was noted. |
| 5. | Flu Vaccination Campaign and Northfield On-line | Booking was taking place now for the weekday appointments and the Saturday clinics. The clinic scheduled for Saturday 21 st September 2019 would be postponed because of a delay in supply of the vaccine suitable for under 65 year old patients. Organisation was taking place for the session on Saturday 5 th October 2019. A group of PPG members will be attending to cover the items – promoting the PPG, Summary Care Records, carers' information, on-line services. |
| 6. | NHS/DC/CCG Initiatives | To keep informed about the following matters:- <ul style="list-style-type: none"> • Blaby District Council website and information on health issues • Staying Healthy Partnership • World Patient Safety Day – 17th September 2019 |
| 7. | PPG Initiatives, including patients comments and suggestions | MB raised the issue of lack of availability of medication at the chemist. There are supply problems, and it was noted that the delays could be long term and short term. AS noted that this might become worse with an unsatisfactory Brexit settlement and that at least 60% of drugs were not manufactured in the UK. This was a frustrating issue for patients and doctors. Some patients might get the impression that they were being poorly treated at the chemist. MH reported that he had received comments from patients noting the impression that repeat prescriptions were being delayed when a medication is to be reviewed. AS and JQ explained the procedure carried out at Northfield Surgery and any patient wishing to discuss issues could talk to JQ. Other issues had been raised that had been considered on previous occasions – snack dispensing machine in surgery, water dispensing machine, toys for children, reading material for adults – factors against such facilities included |

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| | | – health and safety, properly managing the facility and expense. |
| 8. | Surgery Issues and Staffing News | Laura Wood will shortly be going on maternity leave, with Nurse locum cover in place. Dr Rachel Bawden is returning from maternity leave on 23 rd September. There are 4 GP Registrars at the practice currently. A new telephone system was being introduced during the week commencing 16/9, which would be a great improvement on the existing system. |
| 9. | PPG Noticeboard | The new position of the PPG noticeboard was noted. The size and position of noticeboard were queried. Was this the best position? It was reported that the location of the noticeboard had been moved following a consultation by a working group of PPG members. Should the PPG be more responsible for the board's content and up-keep? To look in the future at what the PPG should be responsible for. PPG members to examine the location and contents of the current board. |
| 10. | Out of Hours Health Care Services - Progress | The service based at Enderby Leisure Service was in operation, although there had been some confusion as to what facilities were available. It was marked as an Urgent Care Centre at Enderby Leisure Centre. |
| 11. | Paving outside the surgery | Paving repairs will be taking place outside the surgery which will include the installation of bollards – in an effort to prevent vehicles from mounting the pavements and causing repeated damage to the paved areas. This work is scheduled for the end of September. |
| 12. | GP National Patient Experience Survey Results | AS reported on a National Patient Experience Survey and the results. This was similar to surveys that had taken place in the past. The areas covered in the recent survey included – telephone access, seeing preferred GP, relevance of type of appointment offered. In general there were improvements in the response from patients. The practice will again be carrying out its own survey and will feedback on the results at the next PPG meeting. |
| 13. | Primary Care Networks (PCN) and the Role of the ACD | PCN's are part of the NHS Long Term Plan. This will involve GP Practices working together in `networks` with the aim of improving the care of their patient population and service delivery. Northfield Medical Centre is in the South Blaby & Lutterworth PCN, along with 4 other practices: Hazelmere, Countesthorpe, Wycliffe & Masharani Practice. Dr Rachel Omand, a GP at Northfield, is the Accountable Clinical Director for our PCN. Dr Omand intends to arrange a meeting with the Chairs of the PCN PPG's to introduce herself and her role as ACD. |
| 14. | Local Supermarket Tokens Initiative - Update | MB reported that Tesco considered the Northfield Surgery did not fit the criteria for their tokens scheme. |
| 15. | A.O.B. | Hygiene hand gel dispensing machine, situated near the appointment logging in screen, was not really in regular use. To encourage patients to use the facility, especially as the logging in screen was used by most patients and a possible cause for cross infection. |
| 16. | Date of Next Meeting | The next meeting will be Wednesday 20 th November 2019, 5.30 p.m. There being no further business the meeting closed at 6.10 pm. |