

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING MINUTES

Date: Thursday 14th December 2023

Time: 1:00pm

Venue: Health Promotion Room

Attendees: Russell Johnson, Peter Shelton, Alan Ryder, Rosie Ryder

For the practice: Melissa Coleman (chair), Lou Dodson (minutes)

Apologies: John Hudson, Robert White, Joy White

Item	Details
1.	<p>External Speaker Helen Carter, The Loughborough Wellbeing Centre</p> <ul style="list-style-type: none">Local charity based in Loughborough providing support for those with mental health issuesOffer various activities so people can meet others without necessarily having to strike up a conversation, e.g. yoga classes, board / card game sessionsStaff are trained mental health professionals and provide advice and support when patients are ready to open up for issues such as debt, relationships, housing etcAlso provide female only and male only sessions <p>ACTION HELEN: Send electronic version of leaflets to Melissa</p>
2.	<p>Team News</p> <ul style="list-style-type: none"><u>GP Team</u><ul style="list-style-type: none">NEW Salaried GP: Dr Assad Jaunbocus (m) <u>Working Pattern:</u> 4 sessions per week (Thu & Fri)NEW GP Registrar: Dr Asad Abdul-Khaliq (f) Rotation start date: 05/12/2023NEW First Contact Physiotherapist: Khabeer Fatima (f) <u>Working Pattern:</u> 4 sessions per week (Thu & Fri)<u>Reception Team</u><ul style="list-style-type: none">3 vacancies now available as 1 member of staff has left <p>ACTION MELISSA: Look at <i>Next Door</i> app as potential platform to advertise job</p>

<p>3.</p>	<p>Other Practice News</p> <ul style="list-style-type: none"> • <u>Routine Appointment Availability</u> Next available appointments are: <ul style="list-style-type: none"> ○ 21/12/23 via Enhanced Access provision at PCN level ○ 14/02/24 at Hugglescote (face-to-face or telephone) <p>It was noted that a new clinic for Acute Respiratory Infections has been running for the last 2 weeks via the PCN.</p> <ul style="list-style-type: none"> • <u>Research</u> Following on from last month's update, this research is now live. Clinician's are doing swabs and blood tests were patients are presenting with an acute respiratory infection. Target is to provide 10 samples per week for the research and we provided 10 over the last 2 days. • <u>Parking & Police Cones</u> Local police officer visited last month. Provided cones to deter patients from parking on the verge at the front of the surgery. <p>Unfortunately an ill-phrased post was made on social media by the police, and rather than suggesting that they were working with Hugglescote Surgery to tackle the parking issue, it resulted in Hugglescote Surgery receiving abuse.</p>
<p>4.</p>	<p>Patient Question Time</p> <ul style="list-style-type: none"> • <u>Extension Update</u> No update regarding progress with the extension. MC advised that other options were being investigated as an interim solution to the lack of clinical space. For example, LLR can provide an ambulance FOC that could be used by one of our clinicians as a mobile clinical room. However, this would take up 2 parking spaces so wouldn't be viable. <p>The group queried whether it was possible to turn the loft space into useable rooms. They also suggested a heated pavilion in the garden area as a staff room.</p> <p>MELISSA: Raise the option of using the loft space with Keleigh.</p>
<p>5.</p>	<p>Any other business</p> <ul style="list-style-type: none"> • <u>Cholesterol Monitoring</u> This had been an item on the national news this morning so wanted to check the protocol. MC advised that cholesterol checks should form part of the 2-part 75+ health check. One member of the group reported that they had not had this check and it may have led to a TIA. <p>ACTION MELISSA: Investigate further to understand patient did not receive cholesterol test</p> <ul style="list-style-type: none"> • <u>Signposting – Missed Opportunity</u> One member of the group had phoned on a Friday regarding a rash. Was advised by reception to phone back on Monday as there was no space. Ended up going to LRI following a 111 phone call and was diagnosed as shingles.

	<p>ACTION MELISSA: Interrogate phone system to check whether patient was provided with any signposting.</p>
6.	<p>Date and Time of Next Meeting</p> <ul style="list-style-type: none">• Thursday 25th January at 1pm• Speaker will be a representative from VASL (support for carers) and patients who are coded as carers will be invited in for this.