**Minutes of the meeting of the Wigston Central Surgery (WCS) Patient Participation Group (PPG) held at 6.00pm on Thursday, 7 December 2023 at WCS Offices**

**Present:** John Stevenson (Chair), Andrea Stevenson (Meeting Secretary), Darshna Pattni (Practice Manager), Bob Abram, Rod Hayman, Jane Hayman, Bill Pickering, Judith Wilson, Louise Keogh, Lorraine Radcliffe, Helen Cullinan (LOROS)

Apologies for absence received from Dr Sangita Ravat, Chandrika Patel, and Ian Barsby

**Introductions**

The group welcomed Bob Abram to his first meeting, and everybody introduced themselves to the group.

1. **Helen Cullinan (Leicester Organisation for the Relief Of Suffering (LOROS))**

Helen introduced herself as the Community Engagement Office at LOROS and was here today to ask us to help to raise the awareness of LOROS’s work in the Community.

LOROS Hospice is a local charity and every year it cares for over 2,080 people across Leicester, Leicestershire and Rutland (‘LLR’). LOROS delivers free, high quality, compassionate care and support to terminally ill patients, their family and carers.

LOROS offers specialised care for those aged over age 18 with complex problems who are suffering with a terminal illness when cure is no longer possible. The care provided is unique to each individual.

LOROS also provides short stay inpatient care for symptom & pain management.

LOROS provides end of life care as well as outreach support in the patient’s home. Palliative day therapy is also provided.

The Day therapy unit provides high quality holistic care. Patients receive 8 fortnightly visits and during their visit they can receive complimentary therapy such as aromatherapy, massage, reflexology etc, creative therapy (art and crafts) blood transfusions, lymphedema clinics, mindfulness transport is available to the patients.

All of the services are free of charge to patients and their families based on clinical need.

For every five patients LOROS looks after the NHS provides funds for just one.

LOROS Bereavement Support service aims to provide bereaved people with access to information and support as well as a safe place

to share their story and talk about emotions, thoughts and feelings. There are a number of bereavement hubs across LLR.

LOROS has to raise £7 million a year in order to provide these services. Every £1 that is raised 90p goes to patient care.

The main sources of income come from gifts in wills, LOROS Lottery, fundraising like the Twilight walk and M&S bag packing, LOROS charity shops of which there are 26 across LLR (clothing, Bric a brac, furniture, wedding dresses and books).

LOROS has 372 employees (including doctors, nurses, physiotherapists, therapy assistants, occupational therapists, counsellors) and 1,500 regular volunteers (all of whom have received training) The hospice has 31 inpatient beds based in two wards.

AS agreed to do a patient notice board for the surgery outlining and highlighting the vital work that LOROS provides in our county.

1. **Matters arising from the previous minutes not covered elsewhere on the agenda**

The minutes of the previous meeting, which were emailed to members prior to the meeting and circulated to new members, were approved.

Dr Smith has made a video relating to Winter Pressures. This was text to patients on 2 November 2023.

The information for AS to put together a Notice Board for the PCN is now available.

1. **Practice Manager’s update**

A Mental Health Practitioner has joined the practice team working Tuesday to Thursday. Appointments can last up to 45 minutes compared with the GP appointments of just 10 minutes. WCS is the only surgery in the area to offer this service.

Dr Fraser returns in February following her maternity leave.

A new website was launched on 1 December which makes it easier to navigate between sections of the site.

The practice now has a record number of registrations and continues to add 80 to 120 new patients per month. All registrations are now done digitally by a third-party organisation which uses a government website to compete its identification checks.

DP voiced concern over the increasing DO NOT ATTEND (DNA) appointment numbers. Over four weeks in November the practice provided 6,993 face-to-face appointments and 817 telephone appointments. There were also 371 patient appointments where the patient failed to attend, especially for Saturday appointments. DP will be monitoring this carefully and letters sent out to repeat offenders.

The practice received 26,000 calls during November, with calls lasting around 3 minutes and 50 seconds on average. Patients are urged to use the call back facility rather than waiting online.

DP thanked all helpers at the recent flu/covid clinics.

DP reported an increase in vandalism at the practice, which took the form of deliberately blocking toilets, and sinks being blocked with taps left running.

Surgery will close at 4pm on 22 December and open again on 27 December; there will also be a 4pm close on 29 December. Saturday clinics will still go ahead on 23 and 30 December, though.

1. **Ordering Repeat Prescriptions online training**

Now that LK and LR have received training on how to educate patients on how to order prescriptions on-line, this is planned to be rolled out in the New Year.

The use of a QR Code with a link to how to order prescriptions online was discussed again; it was agreed that this should be advertised close to the box where patients drop off their prescriptions – DP/BP to investigate.

1. **Signposting Patients at Open Morning Surgery**

DP told the PPG that any patient who telephones at 8.00am for an appointment must be navigated somewhere to get help. One Monday morning the surgery received 900 such phone calls.

A text message was sent out to patients explaining why the receptionist asks about the nature of the call (to signpost the patient to the most appropriate care). The PPG was told that there was a slight impact since the text message went out but there was still room for improvement, particularly within the pensioner population who still insist on seeing a GP for ailments that could be dealt with by seeing an advanced nurse practitioner or pharmacist, for example.

1. **AOB**

DP stated that an in-house patient survey is required. It was suggested that this could be carried out via Survey Monkey.

1. **Date of next meeting**

The date of the next meeting was agreed as: 6.00pm on Tuesday, 19 March at WCS offices.