**Minutes of the Meeting of the Wigston Central Surgery (WCS) Patient Participation Group (PPG) held at 6pm on Tuesday,**

**19 March 2024 at WCS offices.**

**Present:** John Stevenson (chair), Andrea Stevenson (meeting secretary), Darshna Pattni (Practice Manager), Dr Sangita Ravat, Rod Hayman, Bill Pickering, Ian Barsby, Judith Wilson, Louise Keogh, Bob Abram, Louise Radcliffe

Apologies for absence received from Chandrika Patel, Jane Hayman

1. **Minutes of the previous Meeting held on 7 December 2023**

The minutes of the previous meeting were emailed to members prior to the meeting and agreed.

1. **Matters arising from the previous minutes**

AS has completed the LOROS notice board for patients detailing the services it offers following the visit from Helen Cullinan (Community Engagement Officer at LOROS) at December’s PPG meeting. The aim is to raise the profile of LOROS within the local community. BP to find a space in the surgery to put it up.

Patient Surveys

DP informed the PPG that a friends and family survey is sent out after every appointment.

Also, the Leicester, Leicestershire and Rutland Integrated Care Board were conducting their own patient survey. AS asked if the link to this survey was sent out by text to all of the WCS patients as she hadn’t received one. DP could not understand why all patients had not received the link to the survey. The practice will receive the results of the outcome from all WCS patients who did complete the survey relating to our survey by 12 April 2024.

DP informed the PPG that a survey on staff wellbeing was being undertaken in the practice.

1. **Practice Managers update**

Extended opening hours within the practice has been running for 12 months. A survey will be going out to patients about their thoughts on extended opening hours services. DP said that the services offered during the extended hours may no longer be held in the Two Steeples building and may be moved to Oadby which is not easily accessible for Wigston and South Wigston patients.

DP told the PPG that there is a big push on communication within the staff at WCS. WCS now employs 42 staff members plus there are additional staff in the Primary Care Network (PCN). The staff are now going to receive a staff newsletter to keep them informed.

Dr Paul Smith is being welcomed as a partner to the practice from 1 April 2024.

Dr Ali is going on maternity leave in May; Dr Patel will cover for her after Dr Fraser returns from her maternity leave.

Louise Keogh has been promoted to a Patient Navigator to train staff on phone calls on where to signpost patients to the best available care.

Valerie Murphy, Advanced Nurse Practitioner, has retired from the practice and a new nurse practitioner will be starting at the practice in June working 3-4 days a week.

DP informed the PPG that the number of abandoned calls to the surgery is being monitored and then ranked against other surgeries nationally. An abandoned call is a call to the surgery outside of the surgery opening hours (before 8am, after 6.30pm, Saturdays, Sundays and Bank Holidays). The surgery can receive between 80 and 90 calls a day before 8am when the surgery then opens. This is going to be difficult to rectify and come up with a solution to lower the numbers.

DP reported that the problem of retaining GPs is getting worse across the whole country.

CQC Inspection- DP advised the PPG that the last CQC inspection took place in 2015 so that the surgery is now overdue an inspection. However, routine background checks are carried out every 3 months in-between inspections.

The CQC gives 2 weeks’ notice of an impending inspection. There is now a new framework and the inspectors speak to staff, patients and the PPG.

DP asked if the PPG would consider joining Bushloe Surgery PPG for a yearly meeting to discuss The Two Steeples building which both surgeries occupy. There is also a possibility of a wider PPG joining with other surgeries within the Primary Care Network (PCN)

BP will arrange a meeting between WCS PPG and Bushloe surgery PPG.

DP believes that WCS offers good provision with regard to patient accessibility and delivers exceptional service to its 13,000+ patients. The PPG agreed.

There has been a complaint forwarded to the practice by Neil O’Bryan MP. He has received the complaint from a patient about the very informative patient videos that Dr smith produces and puts online. DP was keen to stress that Dr smith does these in his *OWN* time and *NOT* at the expense of patient time. The PPG were appalled that there had been this complaint and want to thank Dr Smith for his excellent informative communication to his patients through his videos to patients.

**Pharmacy First - t**here is an NHS campaign running called Pharmacy First. This is an initiative designed to offer professional healthcare advice and treatment for seven common illnesses through a patient’s local pharmacy without the need to visit a GP. Illnesses such as sinusitis, sore throat, earache, infected bites and stings, impetigo, shingles and urinary tract infections in women can now be treated promptly by a pharmacist. This initiative is hoping to save 10 million GP appointments. The pharmacist will email the surgery to update them on what they have prescribed for a patient. The pharmacist will not have access to patient’s records. If a problem persists then the patient will be referred to a GP.

1. **Repeat Prescriptions Online**

AS and JS undertook some training in order to help WCS patients to get online in order to request their repeat prescriptions rather than bringing paper scripts to the surgery each time. This will save patients’ time as well as WCS admin time processing them.

Patients who regularly bring their paper repeat prescription requests to the surgery are being asked by the surgery to consider online ordering. At present about 50 patients a week are being asked. The uptake is very low. Patients can come into the surgery on a Wednesday between 11.30am and 12.30pm when PPG members and staff are available to give them their log in details to SystmOne and show them how to order their prescriptions online.

Over the last month only 11 patients have taken up the offer. AS has printed a notice to go above the prescription posting boxes at the surgery to inform patients of the help being offered. BP is going to get a rigid Perspex frame to house the notice.

The practice processes on average 100+ paper prescriptions a day.

1. **AOB**

AS asked for an update on the vandalism and misuse of the patients’ toilets at the surgery. BP reported that CCTV notices have been put up in the toilet areas which has had some impact on the number of incidents of inappropriate use.

RH has taken over the planting of the flower planter that was donated to the surgery for the pleasure of patients visiting the practice. However, whilst planting bulbs he was incensed by what was being dumped in it. He found beer cans, face masks in it plus other rubbish which spoils the beauty of the flowers and his hard work to keep it looking nice for patients to enjoy. The PPG is thinking of a solution to stop it being used as a rubbish bin.

BP reminded the PPG that Two Steeples building is approaching its 10-year anniversary. The outside is due to be repainted in 2025.

RH told the PPG that as a cyclist and pedestrian he is concerned by the fumes and pollution from cars around Wigston town centre. Wigston is undergoing a lot of change with hundreds of new homes being built. This is bringing increased car usage around Wigston, which in turn brings more fumes and pollution. He is concerned about the long-term health of school age children that have to walk through these fumes twice a day, to and from school and college. RH has voiced his concerns to County Hall and has asked them to carry out fume tests. County Hall is alarmed by the results but are hoping there will be more electric cars on the road in the future.

1. **Date of next meeting**

The date of the next meeting was agreed as Tuesday, 2 July 2024 at 6.00pm.