

Castle Mead Medical Centre

CASAG PPG Minutes 01/03/2023 6pm to 7.15pm Hinckley Site

Minutes

Attended: Dr Ashleigh Squires-May (GP Partner), Nick Cameron (CMMC Practice Manager), Karen Lucas, Carmelina Neilson, Marian Honan, Jenifer Michie, New Members - Jane Henderson, Steve Budd, Deric Whale

Apologies: John Newman, Malcom Woods, Melita Brearley

Key:

CASAG = Castle Mead and Stoke Golding Action Group

PPG = Patient Participation Group

CCG = Clinical Commissioning Group

ICB = Integrated Care Board

DNA = Did Not Attend

RCGP = Royal College of General Practitioners

1. Welcome and Introduction from Chair - NC

- NC welcomed the PPG and especially new members Jane, Steve, Deric. NC thanked KL for her work on the recruitment.
- NC explained how we're looking to really revamp the CASAG/PPG and develop it into a very patient centred meeting which is ran by the patients and so they get to really have in input into the surgery and its future.
- Aims and Objectives for the new group would be discussed later on in the meeting however he wanted to ensure that patient who were coming used it as a forum for developing the surgery and community for everyone and not for the benefit of themselves.
- 15 years old – KL brought up that the CASAG is 15 years old on March 6th. We will ensure that this is communicated to patients and celebrated via Facebook, the Website and the next Newsletter.

2. Surgery Updates - NC

NC wanted to highlight some of the work done around improving patient communication over the last few months.

- Website - He has really stripped back the website so the content is relevant.
- Facebook – We have finally got our Facebook group off the ground and posted some important updates – This has gone up from 100 members to 600 members in a short space of time.
- Texting – We are trying to send out texts tpo patients advertising the website/Information in the surgery without saturating patients.
- Newsletter development – We have a new newsletter which we're putting out in reception to ensure those who can't access on-line can have a chance to ready about our new initiatives.
- New interactive board in Hinckley Reception – NC said ha has negotiated a new interactive board in reception for patients to get more information about services internally and externally. It should be installed in April and he will give more info once her has it.

3. **New Member Recruitment** – KL – Thanks were given to KL who has managed to get 5 new members of the CASAG since we last met. She said she had been out to houses and met with patients promoting our aims and objectives. NC once again thanked her for her efforts. There is potential for other patients to come next time.
4. **Stoke Communication** – JM Said that she will ensure that minutes of meetings and development info will be put into the Stoker. The stoker is a magazine for the stoke community that goes out to 450 people on a monthly basis.
5. **Newsletter Development** – MH – MH said that she is currently developing the newsletter for CASAG. She wondered if the new newsletter could have on it:
 - Regular Shout outs, Staff Profiles, a Have your say section, Young Peoples Information/Health sections.
 - It was agreed that all of these were great ideas.
 - Derek also said that we once did a newsletter in another language. Maybe we could look at his going forward. NC said he would be very happy to translate a newsletter into a different language on request.
 - DNA rates - There was a discussion about DNA rates (Did Not Attend) being at 180 for February. There was a lot of discussion around the group about wasted opportunities for other patients. CN said maybe on the newsletter we could highlight the number of appointments we have done alongside the number of DNAs. NC said he would add this next time.

6. **Strategy and Development** – CN

CN then went through all of the great work she has done over the last few week with regards to developing the CASAG and how we want to start moving forward.

- The group discussed the new 'Mission Statement' and agreed that it didn't need amending.
- Aims and Objectives – It was decided that as the proposed aims and objectives and current aims and objectives differed quite a bit he would forward the document to members for them to review and bring to the next meeting – This was agreed.

CN wanted to highlight the type of projects that the CASAG can get involved with:

- Obviously helping with Flu and Covid Vaccine campaign in the future but also more meaningful projects.
- One project mentioned was helping us become a Dementia Friendly Practice. This includes putting up new signs and promoting the surgery on the website. NC agreed that this would be a great fist project.
- We also need to promote the fact that we can offer breast feeding privacy screen in the surgery. NC again agreed that he's happy to start this as an improvement project.

There were also some long term projects:

- Mens/Womens Health Promotion
- Carers Day
- McMillans Coffee Morning
- Children's and Young People Events
- Mind/Age UK/ Charity events.
- JN also mentioned it was National Wheelchair Day and could we do something to advertise these national days on the website or via facebook - This is an excellent idea and the group will explore how we can manage this.

Confirmed Projects – Dementia Friendly Practice, Breast feeding Development AND Promotion of National Days.

7. **AOB:**

- KL brought up the use of disabled spots outside of cohens by none blue badge holders. NC said he would send out a message on behalf of our practice but it could be anyone using

them. JN also mentioned that there were not enough spaces full stop. NC said he could speak to the landlords about this.

8. Items Carried Forward to next meeting on Wednesday April 5th

- **ICB Feedback** – Malcom Woods
- **Old Member Communication** – Marian Honan
- **ASM Maternity Leave Confirmed Plan**
- **RCGP Report** – Receive positive review with some highly achievable recommendations.