

## Castle Mead Medical Centre

### CASAG PPG Minutes 05/04/2023

6pm to 7.15pm

Hinckley Site

## Minutes

**Attended:** Nick Cameron (CMMC Practice Manager), Karen Lucas, Carmelina Neilson, Marian Honan, Deric Whale, Melita Brearley

**New Members:** John Newman

**Apologies:** Dr Ashleigh Squires-May (GP Partner), Jane Henderson, Steve Budd, Jenifer Michie, Malcom Woods

### 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 – KL

- KL welcomed the PPG new members John to the group.

### 2. Surgery Updates - NC

NC wanted to highlight some of the surgery news over the last 5 weeks.

### Covid Spring Booster Campaign

We have signed up to provide our over 75 and vulnerable patient population with their Covid spring booster vaccination. For our over 75s we have planned a one-off clinic which will run on Saturday May 13<sup>th</sup> Texts have been sent out to those eligible with a link to book into the clinic and those eligible without will be contacted in due course.

**ACTION - CASAG Members will let NC know about helping with Covid Vaccine campaign on May 13<sup>th</sup>.**

**Appointment Data** – In March 2023 we provided 5473 appointments of which 4605 were face to face appointment. Statistics show 58% of our patients are getting an appointment on the same day with the average wait time for appointments being 1 day.

### DNAs (Did Not Attends)

**March 2023** – Unfortunately, there were still 195 missed appointments totalling over 100 hours of clinic time that could be used by other patients registered to the practice. Please be aware that if you have not attended an appointment in March without contacting the surgery to cancel you will have or will be receiving a letter or text to acknowledge the DNA.

### Patient Notice:

**Extended Access and Community Pharmacy Referrals** - The practice has a number of other appointments and services available for our patients to access.

Extended Access appointments are usually in the evening (after 6.30pm) and weekends and can range from seeing a GP to booking a blood test or Health and Wellbeing check. These are available to our patients via our partnership with the Hinckley and Bosworth Federation.

**Community Pharmacy Scheme** – We are being asked by NHSE to promote the Community Pharmacy Scheme to our patients where certain appropriate ailments like hay fever, water infections, etc can be referred to a local pharmacy, who are signed up, to be seen rather than using your GP. As with Extended Access appointments we will offer patient one of these appointments if we feel they are appropriate.

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. **Patient Communication** –

- KL Said that she was at the Stoke site and noticed that the CASAG meeting isn't advertised at all there.
- NC said the JM puts all info about the surgery and CASAG into the stoker is a magazine for the Stoke community that goes out to 450 people on a monthly basis.
- NC said he will ensure that minutes of meetings, development info and newsletters are put up in Stoke going forward.
- The group felt that attending a meeting at the Stoke Site in the next few meetings would be great. NC felt the End of June might work on a Monday as that is their longer day.
- There was a thought that a Kitchener style poster 'Your PPG need you' Is needed on the reception notice boards.

#### 5. **Aims, Objectives and the Mission Statement**

- 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 and NC wrote down lots of ideas and has formulated a new Meeting Terms of Reference document for the CASAG.
- He will forward the new draft document to members for them to review.

#### 6. **Strategy and Development** – CN/MH

CN then went through all of the work she has done over the last few week with regards to developing the CASAG projects we discussed in March.

- **Project 1** - Becoming a Dementia Friendly Practice. New signs have been printed and laminated and will be promoted on the surgery on the website and via facebook. NC has invited the PPG in to show him where the posters are best positioned.
- DW mentioned Color-coding the noticeboards to make things easier to understand. Eg Information green, Urgent Red etc.
- **Project 2** - We also need to promote the fact that we can offer parents a breast-feeding privacy screen (or a room if available in the surgery). NC again agreed that he's happy to start this and will promote via the website and facebook.
- CN will provide NC with a poster in a printable format.
- NC to look at promoting on a Childhood Imms and Vacs day and have the screen out all of the time.
- **Project 3** - Promoting Certain Days of the year more actively than others. EG:
  - a. **May 2023** Mental Health Week.
  - b. **June 2023** Mens/Womens Health Promotion
  - c. **August 2023** – Greif awareness week.
  - d. **There were also** - Carers Day, McMillan's Coffee Morning, Children's and Young People Events, Mind/Age UK/ Charity events.
  - e. In the last meeting JN also mentioned it National Wheelchair Day sand could we do something to advertise these national days on the website or via facebook.

7. **Newsletter Development** – MH – MH said that she is currently developing the newsletter for CASAG. She wondered if we should have one newsletter or one for that practice and one for CASSAG. It was decided that there should be 2 distinctly different newsletters:

- **The CASAG newsletter** should have Regular Shout outs, Staff Profiles, a Have your say section, celebrations, Young Peoples Information/Health sections.
- **The Practice newsletter** should have appointment data - DNA rates – service updates etc

8. **AOB:**

- The group discussed the next meeting and NC confirmed that if the group wanted GP input then meetings couldn't be on a Wednesday due to Dr Squires-May going on Maternity leave from late June. The group agreed a Monday evening might be a good night and it was agreed that the next meeting would be Monday 15<sup>th</sup> of May at Hinckley and the one after that would be at the end of June in Stoke Golding.

9. **Items Carried Forward to next meeting on Monday May 15th**

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