**PPG Meeting Wednesday 22 September 2021**

**Present:** Dr James Ogle **Apologies:** Jacqui Oakley

Lucy Moore -Social Prescriber Lynda Jones

Sheila Adcock Joan Hawkins

Jenny Dowling Ian Mills

Mary Harrison

Sue Rudland

Mandy Coley

**Minutes**

James welcomed everyone to the first meeting of the PPG since early in 2019, we also welcomed

Mandy who had joined the PPG many months ago but the was the first opportunity for her to attend

our meeting.

Lynne King had also been in contact with the group to say that due to family circumstances she would no longer be able to attend our meetings, Lynne has been a valued member of the PPG for some years and we send her our best wishes during her difficult times.

Lucy Moore is a social prescriber attached to the practice, she gave a presentation of her role

here at Ratby. Doctors and staff can refer patients who may initially come to the surgery with a medical issue but often have underlying issues which can be eg. loneliness, financial, housing, relationships, all of which Lucy can help the patient address. She also has other resources and contacts that she can call upon for help and advice. Currently Lucy is seeing patients in their homes but moving forward Lucy would like to hold a clinic for patients to attend, although currently

spare rooms within in surgery are difficult. Lucy asked the members present that if they knew of any rooms available for hire in Ratby or Kirby Muxloe she would be interested in hearing about them.

Lucy can be contact via her email. [Lucy.Moore@HbosAllianceGPFed.nhs.uk](mailto:Lucy.Moore@HbosAllianceGPFed.nhs.uk) or via the practice.

Jenny Dowling spoke about that article that had been produced for the ‘Local’ Freebie magazine,

she had become concerned about the comments she was hearing from other patients regarding, not being able to see the Dr and how long the waiting times were, she felt very strongly that the practice had worked hard to achieve excellent revues from patients and this could all be lost by mis-information. Jenny & Joan asked to have a meeting with James where they put various questions to him regarding the comments they were hearing and an Q & A article was produced for the magazine. James hoped that the article explained to patients how the surgery was currently having

to work within NHS guidelines give to them.

Mary commented that although the article was very good she wished she had been able to see this before it was published on behalf of the PPG. James commented that the article published was not quiet the same format as they had sent to the Local. Mandy & Sue commented that they thought it was an excellent informative article. Mary suggested that the article should be posted on Facebook as the younger patients probably followed face book more that reading articles in magazines

James updated the group on the New Build the current delay is due to the high increase in building material costs and how the CCG have had to go back to NHS England for more funding for the development. The CCG meet in October to discuss this issue and hopefully they can get the project

Signed off. James is hopeful that the system will start in January, after so many delays.

Covid Booster vaccination will be done at the practice and will be Pfizer Vaccine, Flu jabs have

already started which will mean that patients will have to return for their Covid Booster once

we have been given a delivery date for them to arrive.

Jenny asked if the next meeting could be an open Agenda where members could input any suggests

for taking the PPG forward, also our terms of reference probably needed reviewing.

Jenny is keen to commence Bereavement Counselling, having done this previously and has done a lot of research into updating her knowledge other member were also very keen to become involved in this area.

Mary suggested that should some members not wish to attend in person we could also set up a ‘Teams’ computer link so members could be involved from home.

The next Meeting is **Wednesday 17 November 2021 at 6pm here at the surgery.**