

**Minutes of the Patient Participation Group Meeting held on  
Wednesday 27<sup>th</sup> March 2024 at 11:00am – 12:00pm  
Mansfield Community Hospital Seminar Room 2  
Face to face Meeting**

**In attendance:** Rachael Street -Admin, Michael H, Allen F, Carol F, Jean H, Agnes Q.

**Apologies:** Laurence L, Sue O, Philip S.

**Minutes of the last meeting:**

Rachael read the minutes of the last meeting and are true to record.

**Matters Arising**

On a welfare scale everyone reported they were fine and well.

**Introductions**

Everyone introduced themselves.

**Actions arising from meeting:**

- Rachael to add surgeries contact number to the flow chart – Completed.
- Rachael to do posters for the open day – Completed.
- Rachael to do a rota for PPG members for the open day.
- Rachael to discuss with Rebecca on how to advertise this.
- Rachael to ask Nurse Manager about PSA tests – Added to Nurse meeting agenda for next meeting.

### **Surgery Update.**

Rachael showed the group the flow chart that had been done to help patients know different ways to book. All members had a look over it and was happy, Michael did ask if the surgeries contact number could be added.

**Action:** Rachael to add surgeries contact number to the flow chart.

Rachael explained that the Interface Clinical Services had been going well and that we had decided to use the remainder of the diabetic reviews for asthma instead, as we had encountered some issues with the diabetic reviews, and that this would be best done by our diabetic nurses.

Rachael explained that the new telephone system was in the works, and that we are hoping to have a “go live” date soon.

### **Staffing**

We are happy to say that we now have a new pharmacy technician hopefully starting with us in May.

### **Patient Open Day.**

Rachael spoke about the open day on the 18<sup>th</sup> of May 2024, explained that a lot of the groups that came last time have asked to come again, and that they had also really enjoyed the open day in December.

Rachael informs the group that as discussed, in the previous meeting, we would have more staff to help sign patients up to our online services and to show patients how to access this.

Dr Wagstaff has kindly agreed to do a little opening speech.

It was agreed that a rota system for the PPG members would be beneficial having a few members for an hour or so each.

**Action:** Rachael to do posters for the open day and a rota for PPG members.

Rachael to discuss Rebecca on how to advertise this.

Alan asked if PSA tests was done as standard on an NHS men’s health check.

**Action:** Rachael to ask Nurse Manager.

### **NEXT TIME & DATE OF MEETING –**

**Wednesday 22<sup>nd</sup> May 2024 11am – 12pm – Seminar room 2**