

Market Harborough Medical & Bosworth Partnership

Minutes of the Patient Participation Group Meeting (PPG) held on Tuesday 16 April 2024

Present: Elizabeth New (EN) (Acting Chair), Dr H Delargy (Partner), Diane Brown (DB) (Deputy Manager); Janine Barker (Admin Support); Christine Barrett; Annette Rogers; Karen Partyka (Practice Manager)

1) Apologies for absence

EN welcomed everyone to the meeting. Apologies had been received from Geoff Gregory

2) Minutes of last meeting & Matters Arising

The minutes were approved without amendments.

3) Chairman's Update

EN discussed that she had been thinking and she has had a change of heart and would like to continue as Chairman of the PPG. It was discussed that the PPG should be kept as a small group who are committed with a limited number of objectives. There is a need for a representative for Husbands Bosworth and we need to look at ways at trying to recruit. A question was raised about changing the meetings from Bimonthly to Quarterly with a starting time of 3:30pm. It was agreed that it will be kept as bimonthly with the start time changing to 3:30pm.

4) AGM – Vote for new Chair

EN was voted as new Chairman for PPG.

5) Practice Manager – update of the new telephone system

KP discussed the new telephone system with the PPG. The new system operates through the computer and there will be clarity on how many patients are trying to communicate. There is no engaged tone and there is an option of being called back, patients will hold their queue position if opting for this.

The website has also changed, it looks so much better and easier to navigate.

The Administrative structure was explained to the PPG, KP (Practice Manager); DB (Deputy Practice Manager); Nicola Turnbull (PCN/Business Manager)

Nicola Turnbull had been in Harborough FM to explain about the extension and the need to get this done. It does mean that there will be some disruptions.

6) Speakers for the next meetings

It was discussed that Physician Associate, Clinical Pharmacist or Paramedic would speak at the next meeting to explain who they are and what they do within the practice.

7) Practice Update – Dr Delargy

Dr Delargy explained that recruitment was ongoing for Patient Service Advisors, Nurses and Healthcare Assistants.

8) Date of next meeting

18th June 2024

9) PPG dates for 2024

20 August 2024

22 October 2024

10 December 2024

10) End of Meeting

The meeting closed at 5.00 pm.
