**Market Harborough Medical & Bosworth Partnership**

**Minutes of the Patient Participation Group Meeting (PPG)**

**held on Tuesday 22 June 2025 in the Medical Centre**

**Present:** Elizabeth New (EN) (Chair), Christine Barrett (CB) (Vice-Chair) Diane Brown (DB) (Deputy Practice Manager); Janine Barker (JB) (Admin Support); Derek Watson (DW); Annette Rogers (AR); Dani Harrison (DH); Sam Bull (SB) (Lead Clinical Pharmacist)

1. **Welcome and apologies for absence**

EN welcomed everyone to the meeting. Apologies received from Geoff Gregory, Sue Jeacock & Dr Delargy

1. **Minutes of last meeting**

Approved

1. **Matters Arising**
* JB was still awaiting an update on the timeframe for a letter from the hospital or outside provider appearing on a patients medical records.
* JB had spoken to Nicola Turnbull (NT) about the confusion that had arisen with SJ’s mother in law when SJ booked the appointment resulting in uncertainty as to whether the appointment was a telephone one or face to face. The Triage system confirmed a face to face appointment and the receptionist (when SJ double checked) that it was a telephone one. NT confirmed that it was both a training and systems issue which needed to ironed out.
* DB reported that she had spoken to NT about the second issue SJ had raised regarding confusion over a routine asthma review, which was to be done by telephone but the patient was asked to bring documents with her. NT confirmed the issue was caused by different departments being involved and a breakdown in communication. DB confirmed she would follow this up with NT to ensure that the issue had been fully resolved and would not recur. **\*1**
1. **Election of Chair and Vice-Chair**

EN advised that, according to the Terms of Reference, the chair and vice-chair must stand down each year in April. EN asked the other members present if they wished to put themselves forward for either Chair or Vice-Chair. The members present agreed that EN should be appointed chair and CB vice-chair for another year. GG had already advise EN that he would wish to vote for her as Chair.

EN and CB agreed to their appointments but both confirmed that this would be their last year as Chair and Vice-Chair respectively.

1. **PPG Patient Survey (CB)**

CB mentioned that with the release of the Total Triage system, it would be a good idea to ask patients for their feedback after using the new appointment system. CB confirmed that the PPG would like to organise the survey for September but it will require advance publicity to ensure that as many patients as possible participate. CB advised that she would invite Josie to the June meeting to follow up on the initial advice she had given at a previous PPG meeting.

1. **Sam Bull – Lead Clinical Pharmacist**

SB introduced himself and explained his role within the Practice. The clinical pharmacist role was a relatively new one within a GP Practice and was introduced by the Primary Care Network (PCN). Clinical Pharmacists provide general support to GPs. They are qualified to deal with chronic conditions and the management of medication for patients with ongoing medcial complaints. They can also signpost alternative treatments and prescribe for certain conditions.

SB had been tasked with reviewing the current Practice Prescribing Policy and, to this end, had asked both clinical and non-clinical staff to complete a survey, which he had compiled. The purpose of the survey was to identify how much each person surveyed knew about the current policy and which processes were currently being followed. Once he had the results, SB would be able to make recommendations about any changes that might need to be made to the current policy and practice. SB said that he would very much like to have the PPG’s input into the survey and asked if he could send out a toolkit to the PPG for each member to complete and to provide feedback to SB. The members present agreed that they would be very happy to be involved and to help in any way they could.

DW asked a question about the review process and commented on how frustrating it was to have to book an appointment for a review. By way of example, DW described his own experience trying to book an appointment and noted that communication between the practice and patient regarding reviews could be better. SB said he was hopeful that, once the data had been collected and a new policy created, the process would be a lot smoother.

The PPG thanked SB for attending the meeting and for explaining his role.

1. **The Adoption of the new Terms of Reference for the PPG – Outstanding signatures**

DH & CB signed the Terms of Reference.

GG was the only PPG member who still had to sign.

1. **Practice Update – DB on behalf of Dr Delargy**

DB said that, unfortunately, Dr Delargy was on duty at St Lukes and was unable to attend the PPG meeting. DB confirmed that it was too early in the Total Triage (TT) process to provide n update but she hoped to have more feedback about the system for the June meeting. That said, there had been a couple of changes made to the system since TT was launched.:

* Patients now have the option to request sick notes via the Practice’s website and to raise other admin related queries.
* The period in which to request appointments directly via what’sApp had been reduced and appointments could now only be made between 7.30 am and 10.30 am. Patients can still come into the surgery to book appointments after 10.30 am.

New staff are currently being recruited to replace staff who have retired or resigned and to cover for sickness.

Dr Shamji would replace Dr Delargy as the partner responsible for attending PPG meetings once Dr Delargy retired in June. Dr Delargy would attend the June meeting but it would be his last one. DB warned that the day and time of PPG meetings after June may have to change depending on Dr Shamji’s schedule but she will clarify dates as soon as she has more information.

Finally, the Spring Covid Campaign has started again and Covid Clinics were being held over the weekends.

1. **Telephone Reports January 2025/February 2025/March 2025**

Reports were given to the PPG to view together with the website stats.

1. **PPG dates for 2025**

24th June 2025 (Confirmed)

The following dates may change:

16th August 2025

21st October 2025

9th December 2025

If so, PPG members will be notified and new dates confirmed. Otherwise, the above dates will be confirmed and members notified accordingly.

1. **Any other Business**

None.

1. **End of Meeting**

The meeting closed at 4.30 pm.

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**Action Points**

1. DB to go back to NT regarding the confusion of receiving text message advising of F2F appointments and Telephone call appointments.

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