## Dr B V Modi

# Canon Street Medical Centre

## 122 Canon Street, Leicester, LE4 6NL

**Minutes from Patient Participation Group**

**ZOOM Meeting held on Thursday 14th September 2023**

**Present:** Chair - Mrs Walker (JW), Dr B Modi (BVM), Mrs M Modi (MM), Mr Mahek Jitesh, Miss Kerry Rainford, Mr & Mrs Pankhania, Mrs Deirdre E Shiels, Mr Dhaval Rami, Mrs Lynda Hubbard

1. Minutes of last meeting- MM asked Mrs Walker if the Minutes were approved from the last meeting. No issues, Mrs Walker was happy with it.
2. Discussed social media if it can be used to promote health programmes. This was supposed to be discussed with the Communication Manager for ICB, Birju Vaja; however, he cancelled last minute and could not attend the PPG meeting. PPG Members were not too happy as he was meant to join the June PPG meeting as well.
3. Telephone system- this was a follow up from the last PPG meeting. Mahek had followed this up with X-On and found out that the call back feature is only activated if there are more than 5 patients in the queue.
4. FFT Reports- from our August-September reports we found that there were no concerns with the telephone system. We had made a slight change in early August where two members of staff would take calls on Monday morning till 10:30. This seems to have helped clear the backlog over the weekend.
5. Masks (All staff/patients are to wear masks in the surgery)- Informed PPG of the new Mask policy that was introduced on 1st September 2023. We also received a call from Leicester Mercury, they had requested us to comment on our new policy. PPG is in support of this policy.
6. Chairman role- Julie Walker resigned, new chairman role for Canon Street Surgery. Mrs Walker gave insight on what the role is. Miss Kerry Rainford and Mr Mark Fitzgerald to takeover and Mrs Walker will support them for the time being.
7. Mukta explained this year’s Flu and Covid programme.
8. Dr Modi explained the new shingles programme/eligibility.
9. One stop clinic was discussed, and PPG were reassured that Canon Street Surgery will aim to ensure patients will only need to visit once to get their vaccines/other health checks completed.
10. Mukta explained that PCN Hub will also vaccinate patients for Covid and Flu.
11. Accelerated Record Access- Dr Modi explained that all patients will now have access to their medical records (they will have access from a certain date)
12. Mahek explained AccuRx, will be used more frequently for mass bookings/decline vaccinations or other health programmes that we are focusing on. This will help reduce phone calls and reduce workload on all staff.
13. Dr Modi explained to the PPG Group that from 1st July 2023 the complaint procedure was changed, and complaints now will go through ICB.
14. Action Points:

* Mrs Walker stated that reception staff need further training- Mahek has mentioned to the PPG group that he is focusing on certain staff to address this issue.
* New website- to add weekly news for NHS Leicester on main home page so its visible to all patients easily.
* Kerry Rainford stated that she is waiting for 40minutes on call when using the new Flu option. Mahek has investigated this and found that it was a user permission issue, this has been addressed now.
* Mukta to check when Birju or any other communication lead can join the next PPG meeting.

1. Date of next meeting: 16/11/23