## Dr B V Modi

# Canon Street Medical Centre

## 122 Canon Street, Leicester, LE4 6NL

**Minutes from Patient Participation Group**

**ZOOM Meeting held on Thursday 22nd June 2023**

**Present:** Chair - Mrs Walker (JW), Dr B Modi (BVM), Mrs M Modi (MM), Mr Mark Fitzgerald, Mr Bhavesh Sanghani, Miss Kerry Rainford, Mr & Mrs Pankhania

1. Apologies were received from: Ms Geeta Sachdev, Ms Dee Shiels, Mrs Lynda Hubbard
2. The Group were informed of the April Minutes approved by JW and that the actions have been undertaken from the Minutes.
3. Birju Vaja – he has been arranged to attend next meeting in September.
4. No further updates from JW.
5. MM informed the Group that some patients have already tried the NHS app which was done by Surgery last year and we have decided to delay trying with patients now and this will be tried again next year.
6. MM updated the Group that the Covid programme will again start this year with flu but that we did not have much information about which group of patients would be offered the Covid vaccination. With regards to flu vaccination, this will start in September and the group cohort will remain the same except that 50-64 year olds will not be offered if they are NOT at risk.
7. Community pharmacists was discussed – we had meeting with senior Community Pharmacist who represents all the pharmacies in our region as we were not getting messages back from them.

Action points – Minor ailments

1. we rang the company to see why we were not getting reports. It looks like they were sending reports but the coding was wrong and we were not getting information from the pharmacist, this was corrected and we are now getting responses;

(ii) shortage of many drugs at the moment and we are getting response back from pharma regarding drug shortages, there will be shortages for diabetic medication mainly;

1. PCN - we had meeting with the Community Pharmacist in our area and discovered that they can do BP monitoring for patients who have NOT been diagnosed as hypertensive and they can also do 24hr BP test if the BP is high and they will get paid for this. Rahul was representing them;
2. Vaccinations can be done by both Pharmacists and General Practice for both Covid and Flu starting in October, both must be given at the same time to reduce patients needing to come in 2 times;
3. Community Pharmacist will do housebound Covid vaccinations.
4. MM updated the Group on Shingles that from 1st Sept patients who are turning 65 will be given the Shingles vaccination but instead of giving 1 dose, they will be given 2 doses eight weeks apart. Any patients who are 50+yrs who are immunocompromised will also get the Shingles vaccination.
5. The Group were informed that as from 1st July 2023, the Complaints procedure has been changed and complaints now go to LLR Integrated Care Board and not NHS England.
6. AOB: Staff were discussed and JW suggested reception staff need more training. JW also informed the Group that it was very good that most of the time patients are “number 1” in the queue, which she said is brilliant compared to other stories of patients trying to get through to their surgeries.

The new telephone system was also mentioned that there is no “call back facility” where patients get a call back and MM will look into this.

1. Date of next meeting: Thursday 14th September 2023