

**Canon Street Medical Centre**  
122 Canon Street, Leicester LE4 6NL  
Dr B V Modi

**Minutes from Patient Participation Group Meeting**  
**held on Tuesday 13<sup>th</sup> June 2017**

**Present:** Mrs Walker (JW), Mrs Carr (IC), Mrs Richards (DR), Mr Shah (PS), Mrs Hubbard (LH), Dr B Modi (BVM), Mrs M Modi (MM)

1. Apologies
2. JW and LH had attended a Quality Engagement and Delivery presentation (QED) meeting and this was presented by Wendy Hope, Nurse Director for the CCG and Joe Ryder who is Primary Care Director.

The presentation explained that the QED was a discussion/talking opportunity, not an inspection. They said they would like to work together with the City PPG to see if there maybe something they could do to help progress them.

JW informed the group of an event being held by the City PPG at the Medical Research University building, Lancaster Road on Wednesday 21<sup>st</sup> June 5.30pm. ++

Patients from any GP surgery were welcome to attend. This would inform them of the existence of PPG's and hopefully increase attendance at our PPG's/networking/set up more groups at GP practices across the City. JW offered to speak at the meeting on the positivity to both the practice and patients that an effective PPG can bring. JW asked if she could be forwarded copies of past newsletters to put on display (this would again be positive for our surgery).

3. Discussions took place about having a combined meeting with regard to having a day event on a Saturday. We have had messages from the other team that they have not quite had a chance to discuss it at their forum and will do so in the future. However, JW felt that we should proceed with the planning of some event and the themes could be:-
  - (a) Lifestyle Hubs and advice from them;
  - (b) something to do with diabetes and prevention;
  - (c) alternatives to A&E; and
  - (d) could even ask Age UK if they could help in some ways to get the elderly to use the internet as that is the method of communication at the moment.
4. At the last City PPG, one group was sharing that they were hoping to have a workshop for the elderly in conjunction with Age UK. This was to help the older patients engage with online GP services. JW was going to find out more information on this as it maybe that it could be something we could have at our health event?

**ACTION POINTS TO BE UNDERTAKEN:**

1. Newsletters to be sent to JW so she can present a copy of these at the meeting on 21<sup>st</sup> June;
2. Call the Lifestyle Hubs;
3. Call Mayur Patel who is a local H&N Manager who will help to set up and arrange some of these things;
4. Provisional date for the open day will be 12<sup>th</sup> September 2017 and the plans were to have it between 12 noon and 4pm.

**AOB:**

- (i) The floor should have some action points;
- (ii) INRs – patients would like to have it in the practice but JW felt that alternatives to Tuesday would be better and Fridays would be another better day. However, there are issues with having rooms downstairs on a Friday, so there are practical problems which we may have to encounter as we will increase the amount of service we will provide in the practice;
- (iii) Have a DNA sheet on the board to note the number of DNAs;
- (iv) Age UK may be a good place to ask and JW will ask Age UK whether they would be able to help on that Saturday.

Date of next meeting: Tuesday 8<sup>th</sup> August 2017

Signed

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Mrs J Walker (Chair)

Dated

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