

Homestead Medical Centre
PPG Meeting held on 29th January 2025

Meeting commenced at: 1720 hrs

Meeting closed at: 1820 hrs

Practice personnel Present

Dr Rogbeer

Dr Prabhu

Zoe Palmer – Asst Practice Manager

PPG Members Present

JR – Chairperson

NJ – Note taker

TB

IC

HC

Apologies

Dr Irelewuyi

Sarah Huskins – Practice Manager

TB

NH

SG

A copy of the agenda is attached to these minutes for referencing purposes. (pasted below at the end of these minutes)

Agenda Number	Description	Action/Info
1.	Agree Minutes of Last Meeting Meeting Minutes from August 2024 meeting were read by those present and confirmed as accurate. There were no meeting minutes from the November 2024 meeting as this had to be	Info

Agenda Number	Description	Action/Info
	postponed due to inclement weather and traffic issues for those attending and the January meeting was put in place to cover the postponed meeting.	
2.	Apologies Apologies were noted, see above.	Info
3.	<p>Actions and info from August meeting</p> <p>a. NHS App training Future Visits</p> <p>The NHS training was well attended and if patients attended now and asked for help it was noted the receptionists would be able to assist.</p> <p>b. Patient New Questionnaire.</p> <p>Patients' questionnaire – Members are requested to send JR a few questions they would like to see in the new survey which JR will then compile and forward to ZP. These questions will be sent to about 1000 patients by text and be made available on paper copies at reception.</p> <p>c. Shorter Message on Phone System.</p> <p>A shorter message has now been recorded for the phone system.</p> <p>d. Facebook Link to NHS Webpage.</p> <p>Entries on Facebook have been completed by ZP.</p> <p>e. TOR Review</p> <p>Terms of reference – a shorter version will be supplied by JR for patient representatives to look at and discuss.</p>	<p>Info</p> <p>Action by patient's reps by the 14th of February 2025</p> <p>Info</p> <p>Info</p> <p>Action JR by the 14th of February 2025</p>

Agenda Number	Description	Action/Info
	<p>f. Coffee Morning Update.</p> <p>A coffee morning was held in September in aid of Macmillan and raised £125. Thank you to all of those who contributed.</p>	Info
	<p>g. Practice Personnel Photos.</p> <p>ZP will arrange a photo gallery of Drs, medical staff and clerical staff for a display in the main waiting room in order patients will see a who's who and what their job role/ title is. First names only will be used for clerical staff and no other information as yet will be included</p>	Action by ZP by the 15 th of March 2025
	<p>h. Future Coffee Mornings.</p> <p>Future coffee mornings will be discussed with the following themes to be considered:</p> <ul style="list-style-type: none"> - a. Food and Diet b. Hypertension c. The new role of the Pharmacist d. Mental Health and people's carers. 	To be reported back at the March meeting with proposed dates and themes ZP/JR.
	<p>i. New Poster</p> <p>See j. below.</p>	Action by JR/NH by the 14 th of February 2025
	<p>j. PPG Notice Board. Tidy Notice Board.</p> <p>A new A3 poster will be made available by JR and printed by NH and displayed on the PPG notice board which will now be moved into another area of the waiting room. If all members agree we will also have photos of the members of the board so other patients are aware of who is representing them at meetings. Again, first names only and no further information.</p>	Action by JR/NH by the 14 th of February 2025

Agenda Number	Description	Action/Info
	<p>k. Link National Survey to Web Page.</p> <p>This link will be completed in four weeks.</p>	Info
	<p>l. Check Website Is Up to Date. This has been completed</p>	Info
	<p>m. Ppg Contributions to The Practice Newsletter.</p> <p>Patient reps are asked to forward articles and ideas to JR. ZP to advise JR of next cut-off date for entries. It was asked whether the newsletter could be placed on patches as a PDF. This idea is being considered and is still in the pipeline</p>	<p>Action by all patient reps to JR by 14th February 2025</p> <p>ZP to advise JR off cut off dates by 7th February 2025</p>
4.	Review TOR Goals and Objectives	See item 3. e. above.
5.	<p>Practice News</p> <p>The practice would like to welcome Maxine Deacon the new diabetic nurse specialist and she will be working on a Monday Tuesday Wednesday and Thursday.</p> <p>Two new receptionists have started in the practice which now brings the staffing up to full level.</p>	Info
6.	<p>On-line Services</p> <p>Online services are being used more and more by patients since the withdrawal of paper prescription requests.</p> <p>The services online that are offered are</p> <ol style="list-style-type: none"> 1. SYSTMONLINE https://systmonline.tpp-uk.com/2/Login?Date=20250131170018 2. PATCHS https://www.patchs.ai/login Also available via Homestead Medical Centre website. 3. The Homestead Medical Centre website 4. Telephone ordering number 	JR to send screenshot of the issues noted with PATCHES to ZP as soon as practicable.

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	<p>01924 663064 (this is a 24-hour direct telephone to the prescription ordering services, alternatively during surgery hours we have added this as option 2 on our telephone lines)</p> <p>5. Patients knows best webpage https://patientsknowbest.com/patients-and-carers/</p>	
7.	Future Brew, Briefing and Cakes	See item 3. h. above.
8.	<p>Recruitment of PPG Members</p> <p>An article in the newsletter and / or an advert on the new notice board to let other patients know how the PPG works and how they can become involved.</p>	<p>Info</p> <p>Current patient reps to forward emails to ZP to assist in communications.</p>
9.	<p>Notice Board</p> <p>See 3. i.& j. above.</p>	See 3. i.& j. above.
10.	AOB	<p>Practice staff have agreed to display their photos. The question was raised as to whether the PPG members should do the same. Waiting for feedback from the members.</p> <p>A suggestion for a future coffee morning, see 3. H. above.</p> <p>This will happen when the poster is ready. See 3. i. & j. above.</p>
	PPG Members Photos and/or Profile	
	Food & Diet	
	Re-site PPG Notice Board	

Date of next meeting 12 March 2025

Homestead Medical Centre
Patients Participation Group

Meeting Agenda

29th January 2025

Patients assemble at 16:30

Full meeting starts at 17:00

Finish 18:00

1. Agree Minutes of last meeting.
2. Apologies.
3. Action points from last meeting. <ul style="list-style-type: none">a. NHS App Training Future Visitsb. New Patient Questionnairec. Shorter Message on New Phone Systemd. Link on Facebook Page to NHS You Tubee. TOR Reviewf. Macmillan Coffee Morningg. Practice Personnel Photosh. PPG Plans for Future Coffee Morningsi. New Poster for Notice Boardj. Tidy Notice Boardk. Link National Survey to Web Pagel. Check Website is up to datem. PPG Contributions to Newsletter
4. Review TOR & Goals & Objectives
5. Practice News.
6. On-line Services.
7. Future <i>Brew, Briefing and Cakes.</i>
8. Recruitment of PPG Members.

9. Notice Board.

10. AOB

- a. PPG Members Photos and/or Profile
- b. Food & Diet