## Dr B V Modi

# Canon Street Medical Centre

## 122 Canon Street, Leicester, LE4 6NL

**Minutes from Patient Participation Group**

**ZOOM Meeting held on Thursday 1st February 2024**

**Present:** Chair - Mr Mark Fitzgerald,

Dr B Modi,

Mrs M Modi,

Mr Mahek Jitesh,

Mr & Mrs Pankhania,

Mrs Lynda Hubbard,

1. Apologies from Geeta Sachdev, Kerry Rainford, and Nahida Gulamrassul (Social Prescriber), who were not able to attend the meeting.
2. We started the meeting with Mark checking the last meeting action points.
3. The first action point from the last meeting was to see if we could set up an event led by the social prescribers. The social prescriber was invited to the meeting but was unable to attend, unfortunately.
4. The second action point from the last meeting was to get in touch with the school for those patients who were not attending their routine immunisations. We will contact the schools to see if we can get in touch with their nurse, who may be able to convince the parents. We have also found an internal messaging pathway on our system to directly contact the team for this.
5. Third action point: PPG members to offer feedback to Mahek regarding the website. No feedback was provided.
6. Fourth action point: Mark suggested in the last meeting that Canon Street Surgery staff could have their pictures on the website. This was discussed in a practice meeting with staff, and some staff did not feel comfortable with it. Mark suggested in this meeting maybe having pictures of staff on a notice board in reception. This will be discussed in the next practice meeting.
7. Fifth action point: disabled parking and a bicycle sign were to be added at the front of the surgery. This has been added.
8. This concluded the action points from the last PPG meeting. We then moved on to the current agenda, which Mark led.
9. Mark asked if there were any updates from any meetings.
10. Dr. Modi explained the current measles outbreak and that the cases are rising.
11. The social prescriber was invited to the meeting but was unable to attend. We will try to invite her to the next meeting.
12. Dr. Modi explained the current construction plans: more additional clinical rooms at the back, an additional toilet, and a toilet for staff to check urine samples and for patients to do their urine samples, swabs, or other tests that are required. The planned start date is the end of February.
13. Mark asked Dr. Modi Will this have an effect on patient healthcare? Will there be fewer appointments or any services affected?
14. Dr. Modi said that it should not affect patient healthcare, and appointment capacity should remain the same. The plan is to start the construction work at the back first, and once that has been completed (once the additional rooms have been setup), staff will move to the newly built area until the full construction has been completed. Also, during this period, we will not be accepting any more new patients.
15. Lastly, we discussed the Patient Satisfaction Survey. The link to the survey has been sent to all PPG staff to complete to provide feedback on the questions if they need to be changed or if certain questions need to be added.
16. Mahek asked Mark if we should send it to the patients now. Mark suggested we wait till the next PPG meeting; this is so other PPG members can have the chance to complete their questionnaire and offer feedback.
17. After the agenda was concluded, Mark asked if more people could engage in the PPG. Mahek, if we could send texts to all patients informing them of the PPG group, we could potentially get more members.
18. The PPG meeting was concluded. The next **meeting date has not been set yet.**

**Action Points**

ACTION: Mark suggested in this meeting maybe having pictures of staff on a notice board in reception. This will be discussed in the next practice meeting.

ACTION: Social prescriber to be invited to the next meeting

ACTION: PPG members to complete the questionnaire and offer Mahek feedback if required.

ACTION: We could potentially send texts to all patients informing them about the PPG group.

ACTION: The next meeting date is to be checked.

**Next Meeting Date:** 16.05.24