## Dr B V Modi

# Canon Street Medical Centre

## 122 Canon Street, Leicester, LE4 6NL

**Minutes from Patient Participation Group**

**ZOOM Meeting held on Thursday 16th November 2023**

**Present:** Chair - Mrs Kerry Rainford & Mr Mark Fitzgerald,

Dr B Modi,

Mrs M Modi,

Mr Mahek Jitesh,

Mrs Julie Walker,

Mr & Mrs Pankhania,

Mr Dhaval Rami,

Mrs Mr Birju Vaja,

Mr Jay Patel

1. Apologies from Lynda Hubbard received, who was not able to attend the meeting.
2. We started the meeting with Mr Birju Vaja who introduced himself and explained his role at the Integrated care Board (ICB).
3. The PPG’s main concern is to get younger populations involved with the PPG. Birju had said that this is an issue with all practices trying to engage with a younger population. This is usually because younger populations don’t engage with healthcare until they are much older. He said that social media wouldn’t necessarily be helpful to achieve this either.
4. Julie Walker asked Mr Birju Vaja what did he mean by a “community group”? Mr Birju Vaja explained that there are many groups in Leicester for the community where people can go to. He said Wesley Hall offers lots of activities such as yoga, cooking, sewing classes, and even diabetic checks.
5. Mrs Pankhania also mentioned that she has helped out at Wesely Hall and stated more of what they offer, such as mother/toddler groups. They help patients that aren’t registered at a practice, health and wellbeing groups and more.
6. Dr Modi had brought up the topic of open clinics within the community. There has been a lack of these types of events in recent years, and if this could be changed. Birju mentioned that it takes a lot to set these events up, and that he’d look into it.
7. We had discussed events where certain health conditions could be talked about and giving patients the knowledge. During these events, if patients with these conditions could speak up it could potentially help those afraid to gain confidence. This was brought up Mrs Kerry Rainford.
8. Following the above topic, Mrs Walker had asked if these presentations/events could be done at school, this way the younger population would be able to learn about this. Mr Birju Vaja did state they were working with schools.
9. Mr Birju Vaja had said we could ask the social prescribers to setup some sort of event. Mukta agreed to investigate this.

ACTION: Mukta to investigate the possibility of an event to be led by social prescribers.

1. Mr Birju Vaja left the meeting.
2. Mark And Kerry was thanked for taking up their new role as group Chairs.
3. Mahek explained the issues with the waiting times on the phones. This was brought up in the last PPG meeting by Mrs Kerry Rainford. This issue was addressed by two staff members taking calls in the morning, during the rush hours.
4. Dr Modi had explained the current measles epidemic.
5. For children that are not engaging with us for their immunisations, Mark suggested we get in touch with the school nurse. Mukta will investigate this.

ACTION: Mukta to ask school nurse(s) how to encourage further take-up of of immunisations by children.

1. Mahek shared his screen and showed the new website to everyone. Mahek had also asked for feedback on this website.

ACTION: PPG members to access the practice website and offer feedback to Mahek as necessary.

1. Mark suggested we should have all staff pictures on the website.

ACTION: Mahek to update the website with photos of the staff team.

1. Bicycle sign/Disabled Parking sign to be put outdoors. Mahek will arrange this.

ACTION: Mahek to ensure the bicycle sign/disabled parking sign is clearly displayed outside the surgery.

1. A Huge Thank You was said to Mrs Walker for her role in the PPG over the many years.
2. Meeting was concluded.

**Action Points**

1. ACTION: Mukta to investigate the possibility of an event to be led by social prescribers-Mukta has invited our social prescriber to join the next PPG meeting
2. ACTION: Mukta to ask school nurse(s) how to encourage further take-up of of immunisations by children-Children that are hard to get in touch with or do not understand, we will contact their school nurse and get in touch with the.
3. ACTION: PPG members to access the practice website and offer feedback to Mahek as necessary.
4. ACTION: Mahek to update the website with photos of the staff team-some staff do not feel comfortable with their pictures readily available on the internet, so we are not able to do this.
5. ACTION: Mahek to ensure the bicycle sign/disabled parking sign is clearly displayed outside the surgery- this has been added at the front of the surgery

**Next Meeting Date:** 01/02/24