

**MINUTES OF THE PPG MEETING 28 APRIL 2025**

There were 17 members attending and 2 apologies noted on the attendance sheet.

***Eileen welcomed John Stevens to the Group.***

**Minutes**

The minutes of the last meeting on 10 February 2025 were accepted.

**Matters arising**

There were none.

**Chair’ Report**

Eileen reported that since our last meeting she has attended another Anima clinic run by the Surgery.  It’s still confusing a lot of people with the main query being how to download the app so that it’s visible on the patient’s front screen.

**Treasurer’s Report**

Bob reported that as of 14/03/25 the Book Receipts were £20.35 (book box not checked today) and there is a Total Cash sum of £572.77 (plus book box takings).

**ENPA Report**

1. ICB – Some of the ENPA members met with our local MP, Gen Kitchen (GK), regarding the lack of progress in trying to reestablish a body similar to the old Patients Congress. GK said she would contact her fellow MP from Corby, and they would write to the ICB. It appears that this was done, and there is a meeting for the ICB Community Forum scheduled for the 29 April in Moulton Park.
2. Rushden Medical Centre (RMC) – ENPA had had concerns about RMC as their PPG members had resigned, and ENPA was trying to meet with the Practice Manager to see what was happening. This was before the news story broke about the Practice Partners allegedly being involved in dubious and/or less than satisfactory performance. The story was in the national news, and RMC was featured in a BBC Look East programme. One of the ENPA members, who is a patient at RMC, shared some of their personal experience, which appalled the ENPA members present. It was decided that ENPA would write to the Care Quality Commission (CQC) to ask them to investigate RMC at the earliest opportunity.
3. Local Area Partnership (LAP) and Place Based Partnership (PBP) – There has been little (if any) progress since our last report. The next meeting will be on the 14May, place TBA.
4. Consultations – Members of ENPA have been invited to meet with some of the parents at the Little Treasures Group in Stanwick, date TBC. Efforts are still being made to meet with some of the homeless in the ENPA area to gain feedback on the experience with local health services.

Hector and Tom highlighted the plight of Rushden Medical Centre (RMC), which is affiliated to a London based practice and has been highlighted on the News recently. Linzi said that a large number of RMC patients have now registered at Harborough Field. ENPA has contacted CQC complaining on the patients behalf. There followed a general discussion. Hector asked if our Primary Care Network (PCN) could look into it and Linzi said she would contact Rebecca Ganes. It was noted that the CQC are overworked and have their own problems, and that the British Medical Association (BMA) or the General Medical Council (GMC) might be the best organisations to contact.

Our Surgery is owned by five of the GPs. Linzi will check to see the name the company is registered in.

**Secretaries Report**

We both went to the Anima Tech Support Clinic on 27 March.  It was well attended.  There still seem to be issues causing people concern.

**Practice Managers Report**

Linzi reported on Sophie’s behalf. A meeting had been held with Anima regarding changes that the Surgery think will improve the system – it was suggested that an account would no longer be needed and shorter questions. Linzi and Sophie feel that we are going in the right direction and that it has been helpful to raise these issues early. A patient questionnaire has proved more positive than was anticipated. Linzi tries to help people by telephone where possible, and she also helps people face to face for tech support – this is usually by an appointment booked with Linzi. There is a list of ‘purple patients’ whose forms are completed by Surgery staff. It is hoped that the NHS app and Anima will work more closely together in the future which should help with some issues.

**Care Coordinators Report**

Linzi said that we have an Award in Carers. We were previously Bronze but are now Silver. The aim is to achieve Gold status. Linzi has dropped her hours and will now be working Mondays, Tuesdays and Wednesdays from 9am to 3pm. She will not be working Thursdays and Fridays. Interviews will be held for a new staff member for Wednesdays, Thursdays and Fridays to provide an overlap with Linzi.

There have been four Covid clinics held, three of which were for Harborough Field patients only. All remaining clinics can be booked on the National Booking System. The type of vaccine is not always known in advance.

**Fund Raising Working Party**

Cathy reported that she has approached the Rotary Club in connection with a donation for the Wheelchair Scales and is awaiting a response.

Cathy and Jason have been planting seeds and so the Plant Sale will go ahead. **The date of Wednesday 21 May 2025 was agreed**. There will also be a Tombola, and all donations will be gratefully received.

**Wheelchair Scales**

Linzi said that Sophie had approached other Practices but had not had a great response. It is being looked at how many patients would actually need this service. If there was a large number we could open the service up, if it is a small number then it would just be for our patients. A final decision will be made at the next meeting, once we have heard from the Rotary Club.

Linzi said that she was planning to get a personalised gift for the gentleman who has made the bookcase and the wooden items for the Santa event. The PPG agreed to contribute £20 towards this and the money was given to Linzi at the meeting.

**Email Contact for the PPG**

Tom had reported that ENPA had commented on poor communication with Surgeries and not being able to contact them. Eileen said that Jason set up an account which is no longer used but if anyone wanted to volunteer to monitor it, that would be fine. Linzi said that the Surgery website has a section for the PPG and a form if anyone wants to contact us, which she will pass on if anything is received. Everyone agreed with this proposal.

**Anima Tech Support Clinic - feedback**

This had been covered in previous items.

**NHS Volunteer Scheme**

Linzi mentioned that the NHS are always looking for volunteers, and Lynne would send an email to the PPG members with a link to this Scheme.

**Any other business**

Podiatry service facilities were mentioned as this is not available at the Surgery. Linzi said that we are unable to recommend businesses in this field but that she has a folder in the office with information on Podiatry services available. The Reception staff will be made aware that this is available for any patient queries.

**Conclusion**

The Chair thanked the members for attending and indicated that the next meeting would be on **Monday 23 June 2025 at 4.30pm**.

The Meeting closed at 5.30pm