

Mansion House Surgery PPG Meeting Minutes

Meeting minutes: Tuesday 4th March 2025

Attendees		Chair: Luise Leech. Secretary: Carole Younger Members: Kathy Slaughter, Jo Booth, Graham Roberts, Peter Brown and Susan Graham. Also: Anita Wilkinson.
Agenda Item		
1	Welcome and Introductions	Luise welcomed everyone to the meeting and reported a possible new member, Richard Sim, will not now be joining us.
2	Apologies for absence	Trevor Prowse and Julie Crellin (see item 3 below).
3	Community Cancer Engagement Officer	Unfortunately, Julie Crellin the Community Cancer Engagement Officer was unable to attend this meeting but will be happy to attend in the future. Action 1 – Anita to invite Julie Crellin to a future meeting. Action 2 – Carole to send a copy of the draft minutes to all members who have actions when it is issued to the chair for review.
4	Approval and adoption of minutes of 14 th January 2025	Luise thanked Carole for compiling the minutes and they were approved as a true and accurate record of the meeting. Actions and matters arising are covered in item 4 below.
5	Actions and matters arising	One action from the 14 th January meeting is ongoing (Jan A1) while two were judged complete but resulted in new actions being raised: Jan A1. Luise contacted Heather Naylor (Distington) and Celia Heaseman (Westcroft) and proposed combining some PPG meetings. Heather confirmed that the Distington PPG is still in its infancy and is exchanging dates to engage Luise. Celia is a lone member of the Westcroft PPG and Luise is looking to meet soon to discuss. This action is ongoing. Jan A2. Luise confirmed that she had received no suggestions as to what to put on a revised PPG Board. However, in discussion it was agreed that: <ul style="list-style-type: none"> • the current board is too busy • some of the information is old / out of date

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		<ul style="list-style-type: none"> the graphs should be removed the location is not ideal, its position so close to reception may discourage patients from spending time to look at the content information on the purpose of the PPG would be helpful <p>Anita offered a location swap for the board and to provide a brief narrative on the purpose of the PPG for the revised board.</p> <p>Action 3 – Anita to arrange to swap the PPG board location and to provide a PPG narrative to be posted on the new board. Anita to provide board dimensions to Carole to enable Action 4.</p> <p>Action 4 – Carole to provide a header for the new PPG board.</p> <p>Jan A3. Luise confirmed that she had received no fundraising suggestions. However, Anita said that the surgery is no longer looking to buy a bladder scanner. Anita will ask the GPs, clinicians and surgery staff if there is something they require which the PPG could help acquire by fundraising. It was agreed that targeted fundraising would be helpful to focus activities.</p> <p>Action 5. Anita to ask the GPs, clinicians and surgery staff if there is something they require which the PPG could help acquire by fundraising.</p> <p>Action 6. Luise to put fundraising on a future PPG agenda.</p>
6	Mansion House Surgery Update	<p>Anita provided a Mansion House Surgery update.</p> <p><u>Improvements and Initiatives</u></p> <p>The Respiratory Hub has been successful and will continue to operate 3 days per week until the end of March. The Hub is supported by Chris Houghton, a paramedic. The Hub provides winter cover and is funded.</p> <p>The surgery will be holding COVID booster clinics from April for the over 75s and those with suppressed immune systems. Invitations to attend will be sent out to those who qualify. The surgery staff will also go into care homes to provide this service to those who cannot attend the surgery.</p> <p>The lower ground floor (formerly the basement) has seen lots of use for various clinics / sessions including minor operations, consulting and ultrasound. The lift lock to the lower ground floor has been removed to allow access.</p> <p>North Cumbria is carrying out a lung screening program through surgeries for current and former smokers in the age range 55 to 74. Invitations will be sent out to attend in mid to late March. The aim is to help early detection of issues.</p>

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		<p>Luise and Anita have attended NHS app training and members of the surgery staff have been trained to help patients to access and use the system. The NHS has an ambitious target of getting 70% of patients to use it. To support this they are seeking NHS App Ambassadors. It is worth noting that messages from the NHS app (e.g. get a COVID jab) do not cost the surgery anything but it does have to pay if a follow up message is required.</p> <p>Action 7. Luise to enable the identification of an NHS App Ambassador.</p> <p>Anita confirmed that the building improvements are well in hand with improvements visible outside.</p> <p><u>Staff changes</u> No staff changes were reported.</p> <p><u>New Contract</u> Elements of the new contract are now clearer:</p> <ul style="list-style-type: none"> • it includes cash growth • GPs to message consultants for advice and guidance • QOF targets (to earn money) to be revised e.g. 25% reduction deaths due to CVD (Cardiovascular Decease) • Online triage has been adopted by some surgeries but not yet at Mansion House. This must remain open for surgery opening hours. • There will be a patient charter including the standards which should be expected / met. <p>Generally, the new contract is ok for the surgery.</p>
7	PCN News	The meeting minutes have been shared with the members but will not be put surgery web site.
8	PPG Noticeboard	See Action Jan 2. in item 5 above.
9	Fundraising ideas	See Action Jan 3. in item 5 above
10	Any other business	None raised.

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11	Date of next meeting	Tuesday 27 th May 2025
	Meeting close	Luise thanked the PPG and called the meeting to a close.
Actions placed		
Jan A1	Luise Leech	Jan A1. Luise contacted Heather Naylor (Distington) and Celia Heaseman (Westcroft) and proposed combining some PPG meetings. Ongoing, Item 5.
1	Anita Wilkinson	Anita to invite Julie Crellin to a future meeting.
2	Carole Younger	Carole to send a copy of the draft minutes to all members who have actions when issued to the chair for review.
3	Anita Wilkinson	Anita to arrange to swap the PPG board location and to provide a PPG narrative to be posted on the new board.
4	Carole Younger	Carole to provide a header for the new PPG board location
5	Anita Wilkinson	Anita to ask the GPs, other clinicians and surgery staff if there is something they require, and the PPG could help acquire by fundraising.
6	Luise Leech	Luise to put fundraising on a future PPG agenda.
7	Luise Leech	Luise to enable the identification of an NHS App Ambassador.