Latham House Medical Practice
Patient Reference Group

MINUTES OF MEETING

Meeting	LHMP PRG	Date	18th September 2025
		Time	10:30hrs

Location
Zoom Meetings

Present

Jane Horn (JH) (Chair)
Angie Phillips (AP) (LHMP representative)
Mike Kitching (MK)(Secretary)
Barbara Fraser (BF)
Julia Hawley (JHa)
Paul Crosbie (PC)(LHMP representative) for item 3

ITEM	DISCUSSION	ACTION
1.	**Apologies and Welcome** a) Apologies were received from Pip Alnatt, Liz Draper, Michelle Howard and Duncan Sidwell.	
2.	**Council Update – Pip Alnatt** a) Unfortunately, PA was unable to attend today's meeting and sent his apologies.	
3.	**Practice Update – Paul Crosbie** a) **Staff** New permanent GP's joining our team over the coming months: **a. Dr Gong (F) – mid Sept** **b. Dr Baola (M) – Mid Oct** **c. Dr Hussein (M) – Nov / Dec** **d. Dr Elcolr (M) – Nov / Dec** In addition, we have also recruited two Nursing Associates: **a. Kirsty Simmons (NA)** b. **Katie Green (NA)** One Practice Nurse a. Rebecca Hilton – (N) b) **Practice performance – August 2025.** **a. Appointments.** ***Total time lost though DNAs = 154 hours***	

Total number of appts = 617

Appointment type	Number of appointments	Time Wasted (Hours)	GP Sessions
GP	254	66	16
Clinic Nurse	44	13	
Bloods	94	12	

i. DNA = Did Not Attend

ii. We have put a lot of energy and resource into tackling this issue and have developed a poster which we have shared on our website called Action on DNA's. (below for simplicity)

Action on DNA's
(Did not attend)

LathamHouse Medical Practice
In partnership with patients for health and wellbeing

Why is it important to focus on failed attendance to GP Appointments?

Last year, across the UK, approximately 15 million GP appointments were missed (Did Not Attend or DNA), equating to about 5% of all appointments and costing the NHS hundreds of millions of pounds in wasted clinical time and resources. NHS England.

From January – June 2025, 1262, GP appointments at the Practice were unattended, leading to 333 hours of GP time wasted.

Failing to cancel an appointment leads to:

- **Wasted resources:**
  - Missed appointments lead to wasted clinical time and money.
- **Increased waiting times:**
  - Over 1.2 million GP hours are lost to DNAs, potentially delaying care for other patients.
- **Inequality of access:**
  - Missed appointments can exacerbate health inequalities, as they reduce overall access to care.
- **Cost to the NHS:**
  - The estimated annual cost to the NHS for missed GP appointments is around £216 million.

What are the Practice doing to improve appointment attendance?

We have:

- Introduced regular reporting on missed appointments and waiting times.
- Continue to contact patients who have missed multiple appointments.
- We are using DNA AI Predictor software within the NHS clinical system to highlight future risk to appointments.
- Continue to regularly communicate how to cancel an appointment to all patients.
- Continue to use reminder services for appointments.

Please help us to help you and cancel any appointment you either no longer need or are unable to attend.

01664 503027



NHS

c) **Telephone Stats: August 2025**
   a. **Total Calls to Appointments: 8379**
   b. **% Answered – 81%**
   c. **Total calls to Prescriptions: 2563**
   d. **% Answered – 93%**

d) **Practice News**

a. Winter Vaccines 2025

i. We have now allocated all our planned COVID-19 and Flu vaccines.
As we work through cancellations or changes to those booked appointments– there may be the odd one or two available on the system which will appear ad hoc as they become free.
Please continue to ask the Practice for latest appointment availability to ensure we utilise all that we can.
If we are unable to provide the vaccine/s as requested, we commit to sharing the other options available to them.

- All eligible patients wishing to have the vaccinations should visit the NHS vaccination and booking website where local availability will be shared either as a walk in service or bookable apts.
- Patients without online access can call this service for free by calling 119.

Unfortunately, the vaccine ordering process requires us to order a qty well in advance of the vaccination season (the year before) and we do our best to estimate how many we will need.
As pts obviously have a choice with where they receive these, we try to estimate a reasonable volume to deliver in house, whilst making sure that we don't over order and end up with surplus and risk wasting stock. It's not a sale or return deal sadly!
Hope this helps explain where we are at with this winter programme.



e) **Community News – shared from Morag's emails**

a. WORLD SUICIDE PREVENTION DAY

i. A message from the Samaritans: If you take one thing from World Suicide Prevention Day it should be this: if you think someone isn't OK, ask them about it. You can interrupt someone's suicidal thoughts. You could even save their life.

ii. When someone feels suicidal their thoughts can become repetitive and overwhelming, leaving the person feeling trapped. Even a small interruption can help to distract someone from the cycle of their thoughts. We know this from people who've experienced it themselves, and we've worked with them to create a guide on how to interrupt suicidal thoughts.

b. WHAT'S ON GUIDE - PEPPER'S SEPTEMBER

i. Please find attached the September What's on Guide for Pepper's - A Safe Place in Melton.



ii. All adults (18+) welcome to any session, no need to book - just drop-in when we're open, free to attend (£1 donation welcomed for tea & coffee).

iii. Any questions, please don't hesitate to get in touch with Jenny - Melton Centre Manager https://www.peppersasafeplace.co.uk

c. SHARE YOUR EXPERIENCE: ACCESSING WOMEN'S HEALTH SERVICES

i. Healthwatch Leicester and Leicestershire (HWLL) and Healthwatch Rutland (HWR) are inviting women and girls across Leicester, Leicestershire, and Rutland (LLR) to take part in a new survey called "Every Woman's Health Matters", aimed at improving how local NHS and care services support women and girls.

ii. The Every Woman's Health Matters survey gathers real stories and insights from those who use women's health services. Participants are encouraged to share their experience, including what went well and where improvement was needed, to help shape future services.

iii. Healthwatch Leicester and Leicestershire and Healthwatch Rutland are particularly interested in hearing from seldom heard communities, including women and girls aged 14+, disabled women, carers, ethnic minority communities, LGBTQ+ individuals accessing women's health care, and those in rural or underserved areas.

iv. There are three ways you can share your views:

- Click here to access and complete the anonymous Every Woman's Health Matters survey.
- Click here to access the list of nine topic-based anonymous surveys, which cover areas such as women's cancers, menstrual health, violence against women and girls, post-natal support and more.
- Focus groups will be held to gather insights and views. Contact outreach@healthwatchll.com and info@healthwatchrutland.co.uk if you wish

d. ENGAGEMENT EVENT FOR OLDER ADULTS 22 SEPTEMBER - VITA HEALTH GROUP
    i. Accessing mental health support can sometimes feel challenging and can create barriers for older adults. We want to change this and build services that truly reflect the needs of our community. That is why we are asking for older adults to come forward, provide feedback and help shape the future of our mental health support.
        - Date - Monday 22 Sept
        - Venue - Council Chambers, Catmose, Oakham, Rutland LE15 6HP
        - Time - 10.30 to 2.00
        - Book here.

e. SUPPORTING ORAL HEALTH IN CHILDREN WITH AUSTISM
    i. ToothPASTE is a free online resource developed with parents and professionals to support the oral health of children with autism, including children with additional needs.
    ii. It offers practical tips for toothbrushing, reducing sugary foods and drinks, and attending dental appointments.
    iii. The resources are designed to be autism-informed, non-judgemental, and easy to use.

f. DEVELOPMENT OPPORTUNITY FOR SERVICES SUPPORTING YOUNG PEOPLE
    i. The Joined Up Institute is offering a fully-funded professional development opportunity for emerging leaders working or volunteering in youth-facing services across Leicester, Leicestershire and Rutland.
    ii.
    iii. The programme is designed to build leadership skills, foster collaboration across sectors, and improve outcomes for young people aged 18-25.
    iv. Participants will attend three in-person workshops in Leicester, and engage in activities that promote community impact.
    v.
    vi. Applications close on 21 September 2025, spaces are limited. Click here for further eligibility criteria and for how to apply.

g. NEW 'RENEW WELLBEING' OFFER AT MELTON BAPTIST CHURCH - STARTS 7 OCT
    i. Renew Wellbeing provides a cafe-style space to simply come as you are. There will always be a gentle welcome for you to simply have a cuppa or to join in with our simple activities. Our refreshments are free and delicious!
    ii. MMBC partners with Melton Borough Council and our local Mental Health services who will signpost you towards additional support.
        - Dates - Every Tuesday
        - Time - 1.00 to 4.00
        - Venue - Melton Mowbray Baptist Church, Bowling Green, Leicester Road, Melton Mowbray, LE13 0FA

h. FREE COURSES FOR ADULTS WITH LEARNING DISABILITIES OR AUTISM
    i. The Leicestershire Adult Learning Service are offering free, accredited catering and customer service courses for adults with learning disability and/or autism, which last for six weeks, with classes held on Mondays and Tuesdays, 9.30am - 2.30pm.
    ii. They are also offering a free Gardening Services Course, where attendees can learn about how to care for plants from seeds to harvest and gain skills in customer service and safe operation of gardening equipment.
    iii. Click here to read more and find out how to get in touch.

i. COMMUNITY COFFEE MORNINGS AT MELTON & DISTRICT INDOOR BOWLS CLUBS
    i. Melton and District Indoor bowl club run a regular community coffee morning. Mental wellbeing, fitness, motivation, loneliness, communication, bereavement support, financial advice etc. are all things we hear and talk about regularly.

ii. With the support of local groups, authorities and businesses our club is an ideal friendly and safe place to come and spend some time, find out about support with the above topics or just chill out and have a chat over a cuppa & biscuits.
- Dates - First and third Thursday of every month
- Time - 10.00 to 12.00
- Venue - Melton & District Indoor bowl Club, Melton Mowbray, LE13 0LR (Just off B&Q roundabout)

j. FREE RESUSITATION TRAINING IN LONG CLAWSON - THURS 25th SEPT 7pm
   i. Find out about CPR and Defibrillators at Long Clawson Village Hall on Thursday 25th September at 7.00 pm. It will be led by an Advanced Clinical Practitioner from Nottingham University Hospitals NHS Trust.
   ii. Please text 07860 395814 if you are attending to give an idea of numbers.
   iii. Long Clawson defibrillators are: outside the surgery on the Sands, outside the Village Hall and outside Clawson Dairy on West End.

k. MELTON HUMOUR HUBS AT SUNNY SKIES, MELTON COUNTRY PARK (SUITABLE FOR 18+)
   i. Melton Humour Hubs are a fun and relaxing way of using humour to improve wellbeing. All abilities are welcome and no experience is required.
   - Dates: Tuesdays 6.30 to 8.00pm until 21 Oct
   - Wednesdays 2.00 to 3.30om until 29th Oct
   - Venue: Sunny Skies cafe, Melton Country Park, Wymondham Way, Melton, LE13 1HP. Free parking.

   ii. For more information contact office@brightsparksarts.uk.

l. MELTON APPLE DAY
   i. Apple day will soon be upon us! A little earlier this year on Saturday the 27th of September.
   ii. Come along and enjoy some kids arts and other activities and watch some crafters spin some yarn and listen to live music. There will of course be some wonderful freshly squeezed apple juice and other treats to take home. If anyone has any apples to donate or clean screw top bottles feel free to drop them off at the visitor centre in Melton Country Park LE13 1HP
   - Date - Sat 27th Sept
   - Venue - Melton Country Park Visitor Centre, Wymondham Way, LE13 1HP
   - Time - 11 to 3.00

   iii. For more info Email meltontransition@gmail.com, Tel 01664 464823 or visit https://www.facebook.com/groups/meltontransition/?ref=share

m. AGE UK FREE SUPPORT TO KEEP WARM
   i. The Age UK Warm and Wise service offers a free home energy check, information and advice to Leicestershire and Rutland residents over the age of 50, to help reduce energy bills.
   ii. We are qualified Age UK home energy assessors, who conduct home visits, give advice, support and free energy saving devices. We supply bulbs, night lights, remote controls, timers, draught excluders, help with heating controls, bills and all sorts.
   iii. We can also come and talk to groups about our offer, totally free.
   iv. To book in for a free visit or for more information please contact us on: Telephone: 0116 261 4604 or please email warmandwise@ageukleics.org.uk

n. LEICESTERSHIRE PUBLIC HEALTH INTRODUCES 'HEALTHY LEICESTERSHIRE'
   i. Leicestershire Public Health is introducing Healthy Leicestershire - bringing together our public health services under a new, unified

identity. This change follows feedback from residents and an internal review, aimed at improving how people find and engage with our support. The services will largely retain their individual identities and delivery methods, with Healthy Leicestershire providing a unified point of access for public health support, all while ensuring we make every contact count.

ii. The first step is uniting our Public Health offer under one clear, accessible identity in a new visual style, which will present ourselves more clearly and consistently. We will build on this identity by introducing the Healthy Leicestershire Facebook page and eventually a centralised website to improve access for the public and professionals alike. Service delivery will remain the same, but this evolving approach will help strengthen recognition, streamline referrals and make every contact count.

iii. Please follow our Facebook page using the link https://www.facebook.com/profile.php?id=61578623769957

o. HOW DO WE SUPPORT OUR WORKFORCE IN THE VOLUNTARY SECTOR?

i. The Better Mental Health Network is aiming to develop more training and support across the VCS workforce. We are looking at what's already available and where there are gaps to support staff wellbeing.

ii. We now have some funding to put towards this project for VCS partners. It will enable us to buy psychological support for managers and staff. We'd like to capture thoughts on where to best spend this money.

iii. It would be helpful to know how many people you employ, what you think your staff need and what you think you / your managers need. Plus, we want to know what you do already (that could be shared expertise).

iv. Please can you complete this short survey to give us the information to plan the next steps http://ratenhs.uk/q48U7B

p. Communities Network Session: At the heart of the Community: Supporting the Voluntary Sector 2 October

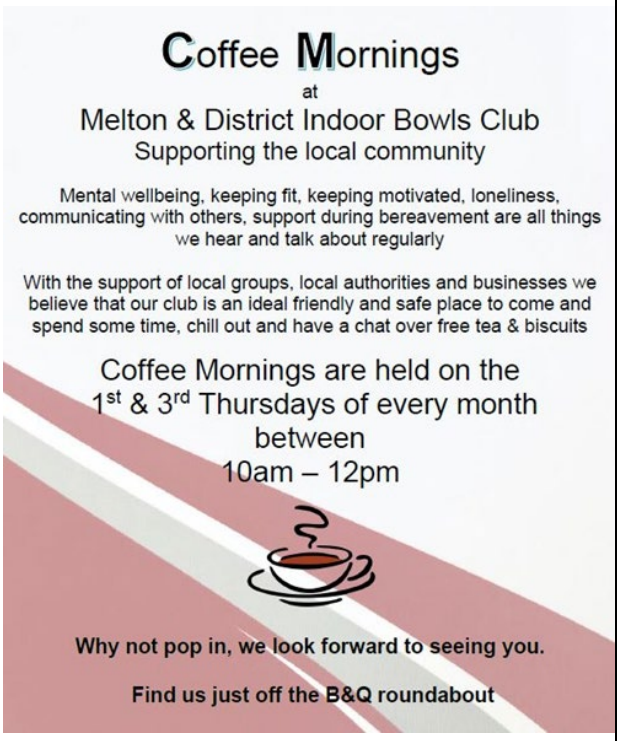
i. Leicestershire Communities team are excited to welcome you to our next Communities Network Online Session!

ii. Come and be part of this vibrant session " At the heart of the Community: Supporting the Voluntary Sector on Thursday, 2 October 2025, from 1:00pm- 2:30pm. The session will open with a fantastic line-up of speakers, from Voluntary Action Leicestershire sharing insights on group support, from setting up a group to training, opportunities. Charnwood Borough Council will be providing an overview of the Charnwood Volunteers Network. This will be followed by breakout sessions giving you the chance to take part in focused discussions.

iii. Book your place here At the heart of the community: Supporting the Voluntary Sector | Leicestershire Communities

iv. For more details on our events and other community-related news, be sure to subscribe to our quarterly newsletter to receive updates directly in your inbox.







4. **Minutes of the Meeting of 3rd July 2025**

a) The minutes of the meeting were accepted.

5. **Matters Arising – Action List**

a) 5.a / 9.d.a - Practice update - The practice is very good at responding quickly, however the fact that something is happening is not always communicated to the patient - Please send an example to AP – the original action point is no longer relevant - completed.

   a. However, Improved Communications: AP to use the GP Partner changes as an example of improved comms for patient awareness.

   b. AP to update the website - completed

	b) 5.c / 9.i.a.i - Matters arising – ICB to talk to members - Get in touch with the ICB and invite them to join a future mtg to discuss / update us on second surgery news, including: a. What will be available to a new site in terms of getting it up and running? b. Why does it take the time it does and when will it be in place? c. Do residents have a choice in the second site location or is this MBC? (Pip makes it sound like location is a council decision?) d. How will LHMP be protected, so we have two fully functioning sites. e. Also, we have questions about Melton Hospital, is this relevant for them or rather what services are they responsible for so we can target pertinent questions appropriately. f. Email sent, but no response - ongoing c) 9.j - Secretary's report – Survey - It was agreed to retry the use of Microsoft Teams for our meetings so that we can have a single meeting. In addition, look for a venue where we can have a face to face and a remote meeting – completed. d) 9.a.b – Any other business - A member raised an example of a specific blood test result not being returned - AP to raise TCS to pathology lab regarding non returned blood results - completed a. AP got back to the patient. b. A member raised the issue that after a blood test, they receive two contradictory texts, one saying no further action and another saying contact the practice. c. This is because more than one condition is being test for, therefore contact the practice. d. The text messages are standard. e) 9.a.c - Any other business - A member raised an example of a specific blood test result not being returned - AP to raise TCS to pathology lab regarding non returned blood results – completed a. Please note the exact time of any negative experience. f) 9.f.c - Any other business - This led into the discussion around why a named GP - Invite GP Partner to future meeting – completed a. Partners are happy to discuss this with the PRG. b. However, they will need 6 months notice of the meeting. g) 9.g.b - Any other business - A member shared the discussion from the first working group meeting - please send your list of what services you have accessed at Melton Hospital to MK – completed a. Members had a discussion about the fragmentation of the appointments systems. h) 9.g.c - Any other business - A member shared the discussion from the first working group meeting - AP to share email with team re: Melton Hospital invitation to our PRG meetings – completed. i) 9.h.a - Any other business - A member raised theory of doing a joint clinic for couple on smears and prostate checks - AP to share with Sarah Culpan – completed. a. The response from the practice was that the joint meetings wouldn't be practical given the different conditions. j) 9.j - Any other business - Mike to update website and share with group when done please – completed.	**AP**
6.	**Items for Any Other Business** a) Partnership meeting - See Item 10.	
7.	**Working Group – Report** a) As there were some members unavailable, those that attended were unable to complete any business – hopefully, third time lucky.	

8.	**Chairs Report** a) Second surgery – no outcome as yet – discuss at next meeting. b) The chair suggested that members could forward their top tips for things that make life a little easier, such as the tool that acts as an aid to getting out of a car. c) It might be possible to add these to the website – MK to investigate.	 **ALL** **MK**
9.	**Secretary's Report** a) Apologies for the delay in updating the website, hopefully this will improve. b) Members have suggested that Phoenix House has an audio/visual suite, which may be usable for hybrid meetings – MK to investigate. c) A member asked if it was possible to add a social media link to the website - MK to investigate.	 **MK** **MK**
10	**Any Other Business** a) A partnership meeting is to be held at Phoenix House**.** a. It will be a meeting of lots of local charities. b. It is being organised by Melton Borough Council. *c. I have no further information regarding dates and times, sorry*	
11	**Date, Time & Location of Next Meeting** Next PRG meeting, 6th November 2025, 10:30. All meetings are Microsoft Teams meetings now. • 2025 4th December – working group • 2026 5th February 5th March – working group 2nd April 7th May – working group 4th June 2nd July – working group 6th August 3rd September – working group 1st October 5th November – working group 3rd December	