

Latham House Medical Practice Patient Reference Group

MINUTES OF MEETING

Meeting	LHMP PRG	Date	6 March 2025
		Time	10:30hrs
Location Zoom Meetings			
Present Jane Horn (JH) (Chair) Duncan Sidwell (DS) Angie Phillips (AP) (LHMP representative) Elizabeth Draper (ED) Mike Kitching (MK) (Secretary) Paul Crosbie (PC)(LHMP Practice Manager) Pip Alnatt (PA)(Leader – Melton Borough Council)			

ITEM	DISCUSSION	ACTION
1.	Apologies and Welcome a) Apologies were received from Beth Parkinson, Michelle Howard and Louise Finn.	
2.	Council Update – Pip Alnatt a) Second Surgery. a. Still discussing this with the Integrated Care Board (ICB) and the Secretary of State for Health. b. Currently the sites being considered are Phoenix House or Riverside. c. 106 funding, provided by the builders, is distributed with the following prioritird, Highways, then Education, with Health third. d. The current timescale for a decision is the end of the year. b) Car Parking at Riverside for practice staff. a. The general consensus of practice staff is that the provision is fantastic. b. It's mostly used by nurses out on home visits. c. There has been some pushback, but it's considered to be providing a community service. d. Q. Are there any plans for making use of the vacant area at the back of the practice? A. Yes, plans are being considered and will be shared when they have been completed. c) Current funding plans. a. Funding is being provided towards mental Health for Farmers. b. Also being provided for Sport for Youngsters.	
3.	Practice Update – Paul Crosbie a) GP's a. The practice continues to experience some members of the GP team on long term absence from work and their lists are being picked up by experienced locums we have worked with before and we hope this offers some patients an element of continuity in their care. b. Dr. Loughridge is retiring at the end of March 2025. c. The practice is actively recruiting for additional GP's and a Practice Nurse vacancy. d. Only good doctors will be recruited, rather than any doctor. b) New contract. a. The new contract was received on the 3 rd March.	

b. The practice is already doing some of the new requirements, having signed up as early adopters.

c) **Appointments.**

- a. ACCURX is performing well.
- b. There is a terminal at reception for patients to book appointments and assistance is given, if necessary.
- c. Patients are diverted to 111 and Loughborough Walk In centre if there is no capacity at the practice.
- d. The view of the members was that urgent care provided locally should be fought for – perhaps a topic for the working group.
- e. A routine appointment lead time is 6 weeks.
- f. A more urgent appointment, if clinically necessary, has a lead time of 1 to 2 weeks.
- g. These are in line with the national average.
- h. The practice is working hard to reduce the their average lead times.
- i. **Q. Can you retain / recruit a good locum? A.** Unfortunately, the good ones like the freedom that being a locum offers (see 3.a.e).

d) **Patient numbers.**

- a. **Q. As a result of housebuilding in the borough, has the numbers of patients increased? A.** The number has increased from 35,800 to 37,000 over the last 3 years.
- b. The practice gets about £110 per patient, but it's not that simple.
- c. The patient population is weighted so the practice total is approximately 2000 patients less.
- d. The practice is working to try and level up this number.
- e. It is estimated that the new homes being built will increase the population by about 8000.

4. **Angie Phillips – Any additional practice updates**

a) **Practice performance.**

a. Phones performance.

QUEUED FOR GROUP 8571

<i>% ANSWERED FROM QUEUE</i>	82.30%
<i>% MISSED FROM QUEUE</i>	17.70%
<i>MISSED FROM QUEUE (QUEUED < 10 SECS)</i>	323
<i>AVERAGE QUEUE DURATION ANSWERED</i>	0:20:18

b. Appointments.

Total time lost though DNAs = 147 hours

Total number of appts = 576

<i>Appointment type</i>	Number of appointments	Time Wasted (Hours)	GP Sessions
	GP	200	54

Clinic Nurse

79

26

Bloods

101

14

Imm & Vacc

61

19

Checks are still being completed and letters going out via text to those patients who have missed 30 minutes' worth of appointments in the last 3 months focussing on GP and Nurse appointments.

c. Community Social Media.

Leicester Shire & Rutland
ageUK
NHS
Leicester, Leicestershire and Rutland

Melton Neighbourhood Mental Health Café

Drop in support for when you're struggling to cope

Mondays, 10am - 1pm
Thursdays, 5pm - 8pm

Age UK Leicester Shire & Rutland, Gloucester House, 3 Norman Way, Melton Mowbray, Leicestershire, LE13 1JE

Phone: 07486 594 363
For up to date times/dates, scan the QR Code

Neighbourhood Mental Health Cafés
For when you're struggling to cope

What is a Neighbourhood Mental Health Café?

Neighbourhood Mental Health Cafés offer local support for people who need immediate help with their mental health.

The cafés are drop-in centres for anyone to come and talk to us about their mental health in confidence - no appointment needed. They are run by partners on behalf of the NHS.

We have supportive, trained staff who can listen and provide the practical support you need.

If you need urgent mental health support, 24/7 support is available over the phone, call NHS 111, selecting option 2 for mental health. This number is open 24 hours a day and is totally free and confidential.

www.leicspart.nhs.uk/mental-health

Information may be subject to change, for up to date information on launches, days, times and locations scan the QR code or visit:
www.leicspart.nhs.uk/service/neighbourhood-mh-cafes

STEADY STEPS

LET'S GET MOVING

AN EXERCISE PROGRAMME TO HELP DEVELOP STRENGTH AND BALANCE

- Are you over 65?
- Do you feel unsteady on your feet?
- Would you like to improve your balance?
- Have you previously fallen or worry about falling?

SESSION LENGTH: 1 hour
free of charge

BOOKING IS ESSENTIAL. For more information and to book your place please contact:

Name: Beth Parkinson
Email: beth.parkinson@leicestershire.gov.uk
Telephone: 0750662377

Course 1 = Wednesday 5th March, 10am at Melton Baptist Church
Course 2 = Monday 7th April, 10am at Melton Sport Village
Call or email to book now!

Find out more at: active-together.org/steadysteps

Leicester Shire & Rutland Council | ACTIVE TOGETHER

Home-Ed Duke of Edinburgh's Awards

SIGN UP DofE 2025

BRONZE & SILVER AWARDS
Based in Rutland For ages 14yrs+
For more details email info@rootandbranchout.co.uk
SPACES ARE LIMITED

For more details visit www.rootandbranchout.co.uk/d-of-e-awards

Root-and-Branch Out CIC
www.rootandbranchout.co.uk | [Facebook](https://www.facebook.com/rootandbranchout) | [Instagram](https://www.instagram.com/rootandbranchout) | [YouTube](https://www.youtube.com/channel/UC...)
Nurturing community through nature

AN INTRODUCTION TO GAMBLING RELATED HARMS

Online

Tuesday 18 March 2025 | 10.30am - 12.00pm

What is gambling-related harm, and what are its causes and effects? Find out what's happening in Leicestershire and what support is available for those affected.

VAL is hosting this event in collaboration with Leicestershire County Council Public Health.



What's On in March Melton Mowbray

Pepper's
A Safe Place

Monday 3rd	Drop-in Session 11:00-13:00
Tuesday 4th	Mindfulness and Meditation 13:00-14:00 Music & drumming 11:15-12:15 Craft Café 12:30-14:30 Chair Yoga 15:15-16:15
Wednesday 5th	Drop-in Session 11:00-13:00
Thursday 6th	Art Workshop 10:30-12:30
Friday 7th	Singing 17:00-18:00 - NEW
Monday 10th	Drop-in Session 11:00-13:00 with Casey the therapy dog! Mindfulness and Meditation 13:00-14:00 Tai Chi 14:15-15:15
Tuesday 11th	Chair fitness 11:15-12:15 - NEW Craft Café 12:30-14:30
Wednesday 12th	Drop-in Session 11:00-13:00 Journalling Workshop 14:15-15:15 - NEW
Thursday 13th	Art Workshop 10:30-12:30 Gardening at the Stockyard 13:30-14:30
Monday 17th	Drop-in Session 11:00-13:00 Mindfulness and Meditation 13:00-14:00
Tuesday 18th	Music & drumming 11:15-12:15 Craft Café 12:30-14:30 Chair Yoga 15:15-16:15
Wednesday 19th	Drop-in Session 11:00-13:00
Thursday 20th	(with the Warm, Optimistic & Wise team - tips on how to save money & keep warm) Art Workshop 10:30-12:30
Monday 24th	Drop-in Session 11:00-13:00 with Casey the therapy dog! Mindfulness and Meditation 13:00-14:00 Tai Chi 14:15-15:15
Tuesday 25th	Chair fitness 11:15-12:15 - NEW Craft Café 12:30-14:30
Wednesday 26th	Drop-in Session 11:00-13:00 Connecting with Nature Course - 13:30-15:30 - NEW
Thursday 27th	Art Workshop 10:30-12:30 Gardening at the Stockyard 13:30-14:30
Monday 31st	Drop-in Session 11:00-13:00 Mindfulness and Meditation 13:00-14:00

Welcoming and friendly sessions open to all adults, free of charge. Take a break and look after your mental health this month at Pepper's - A Safe Place.
Based at 53 King Street, Melton Mowbray LE13 1XB
www.peppersasafespace.co.uk
07714503556, info@peppersasafespace.co.uk

5. Minutes of the Meeting of 5th December 2024
- a) The minutes of the meeting were accepted.

<p>6. Matters Arising – Action List</p>	<p>a) 2.e.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 – ongoing.</p> <p>b) 4.c.a - Additional Practice updates -Melton Hospital - MK to chase Nishita for a response - NAG asked for a copy of the original email to take to the ICB meeting in September – email provided – response awaited – NAG is currently on maternity leave - on-going.</p> <p>c) 6.c - Matters arising – ICB to talk to members - members to jot down their questions before organising the meeting – ongoing.</p> <p>d) 6.d - Items for any other business – members not currently attending - Email TD/JC – completed.</p> <p>e) 6.d.b - Items for any other business – members not currently attending - JH to write to PR with a letter of thanks – completed.</p> <p>f) 10.b.a - Any other business – PCN Meeting - Circulate meeting invite to the members – completed.</p>	<p>LF</p> <p>MK/NAG</p> <p>ALL</p>
<p>7. Items for Any Other Business</p>	<p>a) None.</p>	
<p>8. Chairs Report</p>	<p>a) Nothing to report.</p>	
<p>9. Secretary’s Report</p>	<p>a) The secretary ran through the main responses to the survey.</p> <p>b) Members visited the website either monthly or less often and found the information available useful or very useful.</p> <p>c) The most useful pages were the minutes and local health news.</p> <p>d) Members felt that the Minutes page should be separated from News and Events.</p> <p>e) Members were split regarding the usefulness of the News and Events pages.</p> <p>f) Most members felt that the PRG website was a useful addition to the PRG information on the LHMP website.</p> <p>g) Members are happy with the current arrangements for the formal meetings – first Thursday, every other month, 10:30 – 12:00.</p> <p>h) A “working group” meeting will be developed, to focus on our group priorities, on the intervening first Thursdays.</p> <p>i) Add the formation of the working group to the agenda of the next meeting,</p> <p>j) It was agreed to retry the use of Microsoft Teams for our meetings so that we can have a single meeting.</p>	<p>MK</p> <p>MK</p> <p>MK</p>
<p>10 Any Other Business</p>	<p>a) None</p>	
<p>11 Date, Time & Location of Next Meeting</p>	<p>Next PRG meeting, 8th May 2025, 10:30.</p> <p>All meetings are currently ZOOM meetings.</p> <ul style="list-style-type: none"> • 2025 <ul style="list-style-type: none"> 5th June – working group 3rd July 7th August – working group 4th September 2nd October – working group 6th November 4th December – working group 	