

The Calverton Practice: Patient Participation Group (PPG)

Minutes of a meeting held at the Calverton Practice, St Wilfrid's Square, Calverton on Thursday 1 February 2018 at 2.15 pm.

Present

Chris Archer
Audrey Booth
Margaret Briggs
Pat Bosworth
Lynda Britchford
Jeff Burgoyne (Chairman)
Nick Borrett
Diane Frudd
Chris Jackson
Susan Kernahan
Enid Cox
Jackie Guyler
Bridget Hall (Practice Manager)
Vivien Sadler (Minute taker)

1. Welcome, declarations of interest, introductions. Apart from Bridget Hall (Practice Manager) all present were patients of the Calverton practice representing Calverton, Epperstone, Woodborough and Oxton

2. There were no apologies for absence.

3. Minutes of the meeting held on 7 December 2017 had been circulated and were agreed. There were no matters arising other than those already on the agenda.

4. Practice News: Bridget reported that following maternity leave Dr Brown would be starting back on 20 February and would take up a partnership share from 1st April 2018. Dr Knott was therefore leaving on 16 February. Dr Ruth Baker, Registrar, was starting on 8 February for two months. The new Practice Nurse, Liz Arrowsmith, had started that day. Interviews had been held for a new Health Care Assistant and an appointment was imminent. The new Site Manager had installed energy efficient light bulbs and his buildings experience was proving invaluable.

Enhanced Service Funding had been allocated to the Practice for extended hours GP sessions until the end of March. Bridget explained that the funding was intended to reduce winter pressures at A & E and she had to monitor uptake and report to the CCG. The practice is required to open from 8 am to 6.30 pm but the opening hours plaque would not be changed unless the change becomes more permanent. As the practice will have to stay open over Wednesday lunch times it poses a dilemma for training which will have to be done out of hours which may be difficult for staff to attend.

Four tenders were out for the next stage of building. It is hoped that building would start in mid April. The reception area would be one of the first areas as part of Phase Two of the building works and was obviously going to present some challenges but the end result should be worth the

inconvenience to both staff and patients. At present there is only room for one receptionist and when there is a queue of patients it has been very intimidating for the receptionist on their own when some patients have been very rude and impatient. Plans are to double the size.

Jeff reported that the CCG Clinical Cabinet had approved plans for Freestyle Libra devices, a diabetic testing system. They are of particular benefit to those patients who need to test their glucose levels 8 times a day. This is now waiting for Governing Body approval.

5. Practice survey observations: Jeff thanked Lynda and Nick very much for their further analysis of the survey results. Copies of the final analysis were circulated and would be displayed on the website and in the waiting area. The results were very positive: of the 375 surveys analysed 96% of patients would recommend the practice to others, 99% were happy with advice and care received. It was noted that when booking appointments 71% were by phone, 25% in person and only 4% online. Bridget pointed out that patients have to register to book online which may account for the low uptake, yet the online service was so much quicker than phoning. Bridget then explained that the practice uses the EMIS website whilst most practices are using System One. The Practice is considering changing to System One but until completion of the building work there is a reluctance to make extra work.

6. Nottinghamshire North & East Clinical Commissioning Group PPG Forum and Clinical Cabinet Reports

Jeff circulated a leaflet and questionnaire for patients published by 'Healthwatch Nottingham and Nottinghamshire, an independent organisation that helps people get the best from their local health and care services'. He explained that it was a similar service to the Patient Advice and Liaison Service (PALS). 'Healthwatch' was hoping to use Patient Participation Groups as a hub.

There is to be a public meeting at Radcliffe on Trent on the Transformation Project. The last one at the Albert Hall in Nottingham was well attended but disrupted by Momentum and "Save our NHS" pressure groups.

The realignment of Nottingham West, Rushcliffe, Nottingham City and Nottingham North & East is progressing slowly.

Nottingham North East CCG is being underfunded by 2% due to an allocation error but it is doubtful that the shortfall would be rectified.

Procedures of Limited Clinical Value are going to require patients to go through a multi-step process before being referred for certain procedures. Restrictions may apply to, for example, smokers, the obese, alcohol and substance abusers. The restrictions would not apply in life threatening circumstances. Commissioning of services for all 4 CCGs will be done centrally.

Jeff said that 2-3 representatives were welcome to attend the PPG Forum meeting at the end of March at Arnold Civic Centre when the restrictions will be outlined and discussed. Members should contact him if they wish to attend.

7. NNE CCG Budget report

Jeff reported that although the CCG budget is on target, there may be restrictions to services later. The NNE area has a population of 152,000 patients served by 20 practices. The 4 local CCGs have a total of 94 practices for the 600,000 patients. During January 325 non-urgent operations were cancelled and 640 out-patient appointments were cancelled.

8. PPG Future Projects

Members were asked to think about cost cutting ideas to air at the next meeting.

9. Any other business

Boots update: Bridget produced a carrier bag full of medication which had been dispensed to a patient who had not ticked the box on the repeat prescription request. Other patients had also reported this happening. Also, sometimes relatives and carers request repeat prescriptions and tick all the boxes as they are not sure how long each medication lasts and don't want the patient to run short. One patient had handed back medicine not needed on collection but members asked if it could be put back into stock put back into stock and then then dispensed again and the pharmacy gets paid twice for one medicine? Bridget does not think this can be done. Although members were alarmed at these examples of waste, they felt powerless to prevent it and NHS England needed to review its procedures. Nevertheless members would spread the word about waste and Bridget confirmed that Dr Rayner has already written about the problem in the Village Gazette.

Bridget reminded everyone that they can call into the surgery to register to book appointments online.

Members were asked if they were willing for their names to be published in a proposed regular feature in the new local free magazines, All agreed.

BBC Television is currently filming the third series of 'Hospital' at the Nottingham University Hospitals.

10. Date and time of next meeting: Thursday 12 April 2018 at 2.15 pm at the Calverton Practice.