

# **THE CALVERTON PRACTICE PATIENTS PARTICIPATION GROUP (PPG)**

## **Minutes of meeting held on Thursday April 5<sup>th</sup> 2018**

**Members Present** Nick Borrett, Pat Bosworth, Margaret Briggs, Jeff Burgoyne (Chair)  
Enid Cox, Catherine Fewkes, Jackie Guylar, Bridget Hall (Practice  
Manager)

**Apologies:** Chris Archer, Audrey Booth, Lynda Britchford, Chris Jackson, Sue Kernahan,  
Pat Kingston, Viv Sadler

Christine Fewkes was welcomed to her first meeting.  
Susan Kernahan was congratulated on her election to the Governing Body of  
Nottinghamshire Healthcare Trust as a Public Governor.

### 1) Practice News

Practice Nurse Shirley Wragg who has been with the Practice for 30 years is to retire in  
3 months time.

Karen Sinclair (Secretary) is to take up the position of Reception Manager with another  
practice.

Jayne Yeomans (Secretary) is to increase her hours within the practice.

Dr Bailey has been off sick since March 2017. A permanent position of 3 sessions per  
week has been offered to Dr Doel and it is hoped that she will take this up from mid –  
May.

Interviews are being taken later today to fill support secretarial position.

Preparations are in hand for the Autumn flu vaccinations. There are 2 types of  
vaccinations this year – one for over 65's and the other for under 65's with chronic  
diseases – in total 2700 doses have been ordered.

The surgery extension tender has been awarded to Elemental Building Company of  
Derby who are specialists in this type of work and who are expected to start at the  
beginning of June..

A long discussion about appointments followed. The extra opening hours will be  
continued throughout April covered by 4 of the GP partners. There has been a high  
percentage of DNAs (Did Not Attend) and on one evening extended hours session 3 out  
of 5 patients with appointments did not attend – a waste of time, money and depriving  
other patients of the opportunity.

Members were happy with the appointment text reminder service. Bridget said that over  
30% of patients had applied to use this service as well as online re-ordering of  
prescriptions and making appointments which was good compared with the national

average of 23% but it was hoped that every opportunity would be taken to increase this figure. This will be included in the next annual patient survey.

#### 2) Proposed Boots Pharmacy meeting.

Jeff had contacted Chin Lim (manager of Calverton Boots branch) to arrange a meeting but received a reply from Chin suggesting that this be arranged after the end of April with the new manager taking over from him on his progression in the Boots organisation. It was noted that Chin had improved the service within the organisations guidelines and members recorded their gratitude for his openness and efforts.

#### 4) Carers Federation

A visiting representative had asked if she could attend a future meeting and Jayne Yeomans would send Jeff the contact details.

#### 5) NNE CCG PPG Patients Forum

Jeff reported that Free Style Libre had been approved by the South Nottinghamshire CCGs and would soon be available for patients with type 1 diabetes who might have to take blood samples up to 8 times a day. A patch is inserted onto the patients arm to enable a reading using a small hand held monitor to be taken.

A patient of Whyburn Practice (Hucknall) had received a phone call from her GP at 7pm with results of a blood test taken early that day who said she should attend QMC as soon as possible for a heart check. It was subsequently found that there was no problem and further checks revealed that the blood sample had not been stored correctly.

Following a presentation of the HISP proposal "Health Improvement through the Surgical Pathway" commonly called "Fit for surgery" which was critically received by the last Forum meeting the proposal has been delayed for revision.

PPG members at Plains View Practice (Mapperley) are proposing to raise money to buy monitoring equipment for anti-coagulation (INR) checks.

Plans for a new helipad adjacent to the Trauma Unit at QMC have been delayed whilst plans for a new multi storey car park and A & E departments are developed.

Watch out for the "Hospital" tv series filmed early this year at QMC shown on BBC 2.

#### 6) Any other business

Pat suggested that she ask the Parish Council if they could make a room available free of charge for the PPG to meet in whilst the Surgery was extended.

Pat also advised that Gedling BC had now approved the parking restrictions on the car parks and the 2 hour restriction would come into being enforced by the GBC wardens.

7) Next meeting – Thursday 7<sup>th</sup> June 2.15pm at the Surgery. (Confirmed after the meeting).