

## **THE CALVERTON PRACTICE**

### **PATIENTS PARTICIPATION GROUP (PPG)**

Minutes of a meeting held at the Calverton Practice, St Wilfrid's Square, Calverton on Thursday 5 October 2017 at 2.15 pm.

#### **Present**

Chris Archer  
Audrey Booth  
Margaret Briggs  
Linda Britchford  
Jeff Burgoyne (Chairman)  
Nick Borrett  
Enid Cox  
Diane Frudd  
Jackie Guylor  
Bridget Hall (Practice Manager)  
Pat Kingston  
Vivien Sadler (Minute taker)

#### **1. Welcome, declarations of interest, introductions.**

**2. Apologies for absence were received** from Mike Arnold, Chris Jackson and Susan Kernahan

#### **3. Minutes of the meeting held on 3 August 2017 and matters arising**

7 day opening survey: the survey was due to be completed this week. There had been 500 replies throughout the region. Responses would be collated and fed back to the group in due course.

NHS Prescription survey: whilst it was noted that patients were entitled to complete the survey, some felt that it was inappropriate for them to comment on the efficacy or dangers of some drugs.

AGM of the Clinical Commissioning Group: Jeff reported that Dr Hopkinson had given an excellent presentation at the meeting.

#### **4. Practice News**

Bridget reported that the builders had finished last week and the architect had done a snagging list. The rooms had been partially allocated and members could have a look round after the meeting. The Practice were awaiting details from NHSE before a definite commitment to Phase 2 was made. Copies of the plans were circulated and the application could be seen on the Gedling Borough Council planning portal under application number 2017/1034. The adjoining cottage and plot has been sold without planning permission attached.

The demand for appointments was increasing - Dr Jane Partington has worked tirelessly to produce a trial triage system so that GPs can spend more time on face to face consultations. Urgent calls are taken by

the duty co-ordinator who in speaking to the patient would decide on an appropriate pathway of care e.g. sicknote, prescription, need for face to face appointment with GP/nurse. The system had started that week and although still early days and further monitoring needed, the Doctors were finding it better.

Dr Doel is covering for Dr Bailey until she returns from sick leave. Mary Stansfield had retired last week and applications are being considered. Nurse Parkes is filling in temporarily.

Dr Sherwood has decided to stay as a partner but will drop one day a week. Dr Brown has been offered the position as a sixth partner from 18 February 2018. Dr Knott has been appointed to cover in the meantime. To accommodate the 6<sup>th</sup> partner there would be a need to develop a patient list for Dr Brown and members were concerned that some may be upset about this. They suggested that the changes should be explained in the Calverton Echo and other village magazines/websites. Patients would then understand the need for change and the benefit of an additional GP Partner being appointed. Bridget said that Doctors would try to avoid changing patients who needed continuity of care. Uptake of shingles vaccine had increased on last year and more vaccines had been ordered. Large stocks are not kept as they have a short shelf life.

## **5. Practice Survey update**

Three volunteers handed out the survey at the first flu clinic. 180 were completed in one day and the process would be repeated at each clinic. Waiting in a phone queue in the morning was discussed. Bridget explained that there was 3 staff answering phones and a call queuing system. The poor state of the path at the surgery entrance was a recurring issue. There had been no word from Notts. CC Councillor Elliott who owns the land so Nick Borrett would follow up.

## **6. Nick Borrett**

Nick suggested that copies of a practice poster be put in the waiting area. He would design it and send it to Bridget for approval. Suggested topics were the cost of missed appointments and the cost of medicines which were not used.

## **7. Boots Pharmacy**

Complaints had been made about the delay in dispensing prescriptions, sometimes 4-5 days after the prescription was handed in. There were also problems with the repeat prescription service at Boots and Bridget understood that the system was being stopped in the Nottingham City CCG area. Boots wanted prescriptions to be sent electronically direct to them. Bridget explained the NHS Spine which was designed so that any pharmacy could access a prescription. However, it seemed that Boots had problems using this. Bridget added that the surgery pharmacy could sometimes get items not immediately available at Boots.

It was agreed that a meeting with Chin, the Boots Manager, was needed to discuss waiting times and mistakes. Jeff would contact Enid and compile a list of issues, then arrange a meeting with Chin.

## **8. Audrey Booth : cost saving**

Audrey described the system for delivering prescriptions to patients in Woodborough where she lived. She felt that it was only fair to charge for this service especially for those who were not housebound.

Bridget explained that the service was originally set up to protect the practice pharmacy as commercial pharmacies did not charge for delivery and was available only to non-paying patients in Oxton, Epperstone and Woodborough. The van is used for other purposes and it would be difficult and time consuming to check patient eligibility and collect money. Audrey was nevertheless thanked for putting forward a cost saving idea.

## **9. Updates NNE CCG PPG Forum/ CCG Alignment**

Jeff reported on a meeting of the PPG FORUM which included a film made on QMC Ward 47 showing dementia care.

The CCGs for the City, Rushcliffe, Nottingham West and Nottingham North & East have joined together and appointed an Interim Accountable Officer – Sam Walters currently Chief Officer of NNE CCG. There was concern that Capita was looking after the project. CAPITA was the only tender received to run the accountable care project which they have now subcontracted to an American company Centene who have been working unpaid with Rushcliffe CCG for some time. The idea is to combine administration of health care and social care in the 4 South Notts CCGs. Bridget said that this integration of primary and secondary care should be helpful.

Jeff circulated the Connect leaflet which listed care services available. The leaflet was also available at the CORE centre.

Jeff reported that some services were being adjusted to even out funding to avoid a post code lottery, eg hip replacements and other routine procedures . Bridget explained the peer review procedure at the practice where secondary care referrals were reviewed by another doctor in the practice. This prompted a review of alternative care options before a referral was made .

## **10. Any other business**

There were no other items of business and Bridget gave a conducted tour of the new rooms after the meeting closed.

## **10. Date and time of next meeting: Thursday 7 December 2017 at 2.15 pm**

**Reminder: Meeting with Boots Manager and Area Manager 2.30pm November16th.**