

The Calverton Practice: Patient Participation Group (PPG)

Minutes of a meeting held at the Calverton Practice, St Wilfrid's Square, Calverton on Thursday 7 December 2017 at 2.15 pm.

Present

Margaret Briggs
Pat Bosworth
Linda Britchford
Jeff Burgoyne (Chairman)
Nick Borrett
Chris Jackson
Enid Cox
Jackie Guyler
Bridget Hall (Practice Manager)
Vivien Sadler (Minute taker)

- 1. Welcome, declarations of interest, introductions.** Pat Bosworth (representing Calverton Parish Council) was welcomed to her first meeting.
- 2. Apologies for absence were received** from Diane Frudd, Chris Archer and Susan Kernahan.
- 3. Minutes of the meeting held on 5 October 2017** had been circulated. There were no matters arising

4. Practice News

Bridget reported that Dr Jasmine Johnston, Registrar had left last week. A new Registrar was expected in February. There were normally two Registrars, Dr. Mitesh Patel was still in post. Sara Mohammed was back until her final exams. Heather Holland, Health Care Assistant was leaving. Until a replacement is appointed Paula King, Nursing Assistant, will increase her hours. A new Facilities Manager has been appointed.

Further maintenance work is needed in the existing rooms. Plans for the next building phase had been passed by Gedling BC. Additional parking space had been included. After the District Valuer had confirmed a notional rent for the building, Doctors will then be in a better position to decide whether the extension is feasible and potentially meet the bank to arrange a loan. Funding from the Care Quality Commission had been applied for but this fund has been oversubscribed and the Practice has been advised to add this into the ETTF funding. The Project Manager and Quantity Surveyor commissioned by the practice will come back and draw up figures. NHS England will decide which tender to accept. Nick Borrett offered to look over the contract for the phase 2 project.

5. Practice survey results

Linda Britchford was thanked for collating the survey results and Nick offered to analyse the responses. A letter of appreciation had been received from Dr.Raynor. The survey had been carried out during 2 flu vaccination clinics. Due to better organisation more patients had been immunised in 2 days than in 3 days last year.

The practice website had been improved but members felt it needed updating more regularly. Keeping the website updated was even more important if the The Echo was ceasing. Pat reported that a Village Gazette is being proposed for next year. Bridget will investigate development of the Calverton App. Alan Selden was still doing finance work for the practice.

6. Boots Pharmacy visit

Chris Jackson reported that Chin Lin, Boots Store Manager and Ron Gregson, Area Manager, had done a good job addressing the complaints and responding to patients' concerns. There were now more staff and more shelves in the store. Linda pointed out that repeat prescriptions need 48 hours for the practice to process and another 48 hours for Boots to order so patients need to be reminded that they should allow 5 days. The Electronic Pharmaceutical Spine (EPS) allows patients to nominate a pharmacy of their choice. Jeff reported that some manufacturers were withholding supplies because the NHS would not pay the prices requested. This action also affected CCG funding because the lower cost drugs were being withheld. Optimise is a system which steers GPs to prescribe the lowest costing generic drug. 60% of Calverton practice patients are over the age of 60.

Jeff asked Bridget about complaints about the pain management service. Jeff reported that the service had been commissioned to PICS and delays were due to the overwhelming number of referrals, twice as many than had been expected.

Asked about the new triage appointment system, Bridget reported that it seemed to be working well and patients have been happy to speak to the duty co-ordinator. Bridget explained the process of reassigning some patients to alternative GP lists ensuring that vulnerable patients stayed with their known Doctor. Bridget thanked Nick for his poster and said that Doctors were very pleased with it.

7. Nottinghamshire North East Clinical Commissioning Group re-alignment Report from November Clinical Cabinet

Jeff explained that Nottingham City, Nottingham West, Rushcliffe and Nottingham North East are joined together for commissioning services. Sam Walters is the Chief Executive and was originally from Nottingham North East. Currently there was difficulty as 4 committees were working to different budgets but all CCGs must give the same services to patients to avoid a postcode lottery. The new system was due to be in place in January 2018.

The sustainability project has been fast-tracked by government and £2.7 million has been ring fenced. Bridget was concerned that the business consultants used for the scheme were somewhat removed from the realities of NHS services.

8. PPG Future Projects

Bridget would ask Dr. Rayner if there were any specific projects that needed addressing by the PPG.

Bridget suggested that help with updating patient mobile phone numbers could be given by distributing postcards to patients asking them to update any changes to mobile or landline numbers and email or street addresses. A similar system is used by Dentists

Appreciation was expressed by Doctors, staff and patients for the work that had been done clearing the approach to the surgery.

9. Any other business

Bridget reported an increase in the number of patients needing leg dressings 2-3 times a week. Some patients are now being referred to the leg ulcer clinic in Arnold which has specialist equipment. In the meantime the Practice are looking at specialist equipment so that nurses did not suffer back problems from the wrapping technique.

Nick drew attention to the 70 birthday of the NHS and showed a copy of The Voice which was published by Newark and Sherwood District Council.

Pat reported on Intercare, a service for collecting surplus drugs. A GP practice in Leicester had started the scheme and Pat would bring leaflets to the next meeting.

The outcome of the Neighbourhood Plan was positive and more houses were expected to be built in Calverton.

10. Date and time of next meeting: Thursday 1 February 2018 at 2.15 pm