

# **CALVERTON PRACTICE**

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

### **MINUTES OF MEETING HELD ON TUESDAY 07/02/2017**

Present: Mike Arnold (MA), Nick Bott (nb), Margaret Briggs (MB), Jeff Burgoyne – Chair (JB), Susan Kernahan (SK)  
Dr. Caroline Wight - Partner (CW) Bridget Hall (BH)

Apologies: Audrey Booth, Enid Cox, Brenda Clark, Chris Jackson, Pat Kingston, Kathy Yates

1) PRACTICE NEWS BH reports – Dr Brown starts maternity leave this week – Dr Flemming starts 10/04/2017 to cover. Dr Tom Robinson leaves early April.  
Linda Weightman (Phlebotomist) leaves this week – her duties will be taken over by Heather Holland.

Building work starts Thursday for approximately 10 weeks. The tender submitted by Lawlors of Birmingham was accepted as they were able to guarantee finishing in the given time.

The telephone system has been upgraded and the messages changed – patients should listen carefully as the directions have changed.

The texting system to remind patients of appointments and receipt of test results is now in place and the Practice are obtaining consents.

PRACTICE DEVELOPMENT AND PATIENT CARE – under the terms of the CCG contract the practice is allowed to close 4 x half days per year – these will allow for staff training and development of skills and working practises.

2) Analysis of the survey is continuing and hopefully results will be available for the next meeting.

3) Opening 8am -8pm 24/7. This was discussed and agreed to be impractical as the required minimum staff needed at all times would be 1 GP, 1 nurse, 1 receptionist and some security presence. This has been tested in Rushcliffe and found to be impractical and used by a very small number of patients. The obvious way to give such a service would be to federate with other practices to provide one available access to a GP shared between several practices on a rota basis. Longer opening hours would mean that the number of appointments available would simply be extended over a longer period of time but not increased in number.

NB suggested that it might be possible to analyse appointments made and telephone calls received .

4)Self Care scheme is being prepared by the South Notts CCGs and this will be publicised for patients information in the next few weeks.

5)Dr Wight reminded everyone of the village Get Together on May 21<sup>st</sup> and asked for any available help.

#### 6)ANY OTHER BUSINESS

a)It was reported that the Boots Pharmacy was still not up to standard in some areas although a general improvement in service has been noted.

b)The future problem of staff parking was discussed in view of the forthcoming 2 hour limit being imposed – it was suggested that the Parish Clerk be approached to see if any concessions could be made,The possibility of using the drive of 34 Main Street was discussed but the cost of preparing hard standings and security was prohibitive.

Dr.Wight was thanked for her attendance and involvement in the meeting

7)The date of the next meeting was confirmed as April 4<sup>th</sup> but the venue will have to be notified nearer the time because of building development.

Since the meeting was held we have learned of the death of one of the members – Brenda Clark.Brenda was a willing and enthusiastic member and helped in all the last flu sessions as well as the CORE centre.Our sympathies and best wishes go to Steph her daughter.