

THE CALVERTON PRACTICE

PATIENTS PARTICIPATION GROUP (PPG)

MINUTES OF MEETING HELD ON Tuesday 9th April 2019
at The Calverton Practice interim staff room

PRESENT: Audrey Booth, Nick Borrett, Jeff Burgoyne (Chair), Diane Frudd

APOLOGIES: Bridget Hall, Chris Archer, Pat Bosworth , Margaret Briggs, Edith Cox, Chris Jackson, Sue Kernahon, Viv Sadler, Pat Kingston, Jackie Guyler.

1. Welcome/Introductions |:

Nick suggested using some name badges in future for refreshing memories and introducing new members.

Nick said that his wife Caroline and two ladies from Oxton had expressed an interest in joining the Group and that they would hopefully be present at the next meeting.

The PPG attendance was discussed and the health problems with some members. It was regrettable that Chris Archer was suffering particular ill-health, but that he still wanted to maintain links with the PPG .

New members who could take an active part were to be given our attention and encouraged to join.

PPG

2. Declarations of Interest : None

3. Practice News:

We shared the very sad news that Bridget's partner had died suddenly that morning . Diane offered to send a condolence card from the Group

DIANE

4. 2018 Patient Survey :

Nick distributed copies of the final report to go to the Practice based on the earlier draft summaries that had been circulated for comment.

It was suggested that following Jeffs minor amendments Nick could now issue the report and our recommendations to the Practice .

NICK

It was noted that the survey cohort was of a similar age profile as in previous years . However, there was difficulty in getting younger patients to complete forms and that others needed help and some encouragement to complete them correctly. Targeting clubs, schools and young mothers to achieve feedback from a wider age range will be extended in future.

PPG

Action Areas for PPG :

a) Notices and displays at the surgery to be reviewed and following requests from the surgery Nick and Caroline have offered to help with this

NICK

b) Assisting with health awareness education in schools and parenting groups etc was thought to be an effective way of helping reduce illness and the increasing pressure on the local medical and social support services. Organisations like Sure Start(now renamed) Core Centre, Red Cross and pre-school groups were thought to be good local organisations to network with.

DISCUSS

c) Leafleting new housing to raise awareness of registering with the Practice was considered important and a review was needed of how this was to be done. Awaiting an appropriate introductory letter/ notice from Jayne Yomens at the Practice before this support can be offered. JAYNE

6/7 Primary Care Networks

Jeff explained the structure of 3 PCNs – formerly localities - (we are in PCN2 with Arnold practices.

Dr James Hopkinson would continue to be the Clinical Lead (Chair) for the CCG. Monthly meetings are to be at Stenhouse, Highcroft and Daybrook in rotation..

The Ivy Group at Burton Joyce were challenging their location in the Gedling district as they would prefer to be with us in PCN2.

Jeff would continue to represent us at the PPG Forum and the 3 PCN meetings together with Kate

Sanderson from the Torkard Practice.

JEFF

Jeff referred to the many changes going on in the NHS structure with new 24/7 UCC's (urgent care centres) upgrading some of the established Walk In NHS emergency facilities. NHS Choices now producing simple guidance information leaflets on infection prevention etc which we could display when available.

Bridget

8 Gedling BC Fitness Classes

Jeff explained the valuable health and fitness programme being managed By Johan Polak, Fitness Manager for Gedling BC , with some free sessions.

The leisure centres at Calverton, Arnold, Redhill and Carlton Forum were the venues. Jeff distributed some one day passes that we should encourage people to use to support this venture.

PPG

9. Whyburn Practice

Jeff mentioned the number of PICS (Primary Integrated Community Services) now being established, with the failed Whyburn Practice to be operated as a GP- led PICS facility.

10. AOB

Jeff mentioned the idea of a Virtual PPG to allow greater accessibility and communication to be enjoyed by a wider range of local people.

Further investigation needed to find someone who might help create the site and oversee it. Anyone with access to companies or individuals who could help set this up should pursue the idea and report back

PPG

Nick referred to the conversations he had had with a London Practice using an E-Consult self –managing app for patients to network with their Practice. It had proved to be very effective in reducing GP appointments for non urgent matters, and reducing administration. It was thought that the Calverton Practice new “systemone” computer system, becoming operational in June, may impact on the use of this technology.

BRIDGET

Urine tests now have to be sent away for analysis, this was felt to be detrimental to the speed of diagnosing and treating patients.

BRIDGET

The new surgery display screens were installed and further discussion now needed on how educational and other helpful information can be displayed for patients. The PPG also to discuss ways of promoting our role, which Jeff reminded us was to include being non-political, and not engaging in fund raising activities as detailed in the original “ Terms of Reference”

PPG

The Calverton Practice web- site was not up to date and possibly in need of a make over ! Any good and affordable web designers to be brought to Bridget’s attention

PPG

The entrance from the precinct was also noted as being very untidy. Could Gedling BC and the new owners of the neighbouring site be contacted to remove fallen branches etc ?

BRIDGET

Jeff asked for more members to help with minute taking and general support for the PPG as he was having difficulty acting as Chair, reporting on external CCG matters and taking and typing minutes when Viv Saddler was not available.

Minutes kindly prepared by Nick Borret.

Next meeting Thursday June 13th 2.15 at the Surgery.

Subsequently it has been noted that Jayne Yeomans was appointed Assistant Practice Manager towards the end of March. Congratulations from all at the PPG!

Note: In view of the above these minutes are being forwarded to Jayne and not to Bridget.

Update:

Nick, Caroline (Nicks wife - new member) and Jeff have subsequently had a meeting with Jayne to arrange the position of the 2 PPG boards which will be kept up to date by Nick.

A new Practice website is being prepared with direct access to a PPG section which will be accessible by the PPG.

All the rooms in the surgery will be having stand out signage.

The Practice will be able to access the 2 new tv screens to give local information and messages.

Seating has now been given non-slip foot-cups for stability.

The press-button entrance and exit doors have now been changed.

Further notice boards to be erected in reception,

A volunteer is being sought by the PPG to organise a virtual section to supplement the face to face bimonthly meetings