

## **The Calverton Practice: Patient Participation Group (PPG)**

Minutes of a meeting held at the Calverton Surgery on Thursday 6 February 2019 at 2.15 pm.

### **Present**

Jeff Burgoyne (Chairman)  
Bridget Hall (Practice Manager)  
Audrey Booth  
Margaret Briggs  
Enid Cox  
Diane Frudd  
Chris Jackson  
Jackie Guyler  
Vivien Sadler (Minute taker)

**Apologies for absence received from** Nick Borrett, Lynda Britchford, Susan Kernahan.

**Declarations of interest:** None.

**Minutes of the meeting held on 10 December 2018** had been circulated and were agreed.

**Practice News:** report by BH: Trina had now returned after sick leave and the nursing team was now up to full strength. Dr Petra Richmond had returned and picked up the fifth session while Dr. Fleming was on maternity leave for a year following the birth of her twin girls. The GPs were now up to full strength. Emily in Reception was also due to return to work in March following the birth of twins.

The CCG had agreed funding for the practice to change from EMIS computer system to SystemOne in line with all other practices in the area. The planned go live is 18 June and there would be a transfer period of around 2 weeks prior to go-live while data is transferred from one system to the other which would lead to a backlog of work for staff to re-input.

Bridget thanked all those who had helped with the entrance door issue. A schedule of problems has been prepared by Nick for the Practice and presentation to the builder- Elemental. The new ones are not as easy for patients to use as the old sliding doors. The ceiling in room 8 had fallen down as the wrong brackets had been used and all other ceilings had to be checked. Although there is still retention money left from the previous builders, it does not make up for the disruption and inconvenience. BH ran through a long list of defects which needed to be rectified with the current build project but Shawn was working on this on behalf of the Practice.

Following an email from Chris Archer, the room allocation for the phlebotomists was discussed. BH explained that although it was out of the way, it was only in use 4-5 hours per week. It had been decided to allocate rooms to each doctor and nurse so they didn't have to share so there was nowhere closer for the phlebotomists.

Parking has been a problem and there have been some abusive comments from residents which had been logged with the police. Residents parking areas are not clear and signage needs to be installed. Oscars has been very helpful allowing nurses to park there but the lease ends soon.

BH will liaise with JB about positioning the PPG notice board.

**Patient Survey:** JB will email the results shortly. Recommendations will be asked for from members. So far it has taken 100 hours to attend the flu clinics and analyse the results.

**Future of patient involvement Notts. NE Clinical Commissioning Group , Report from JB:** JB is PPG Forum Chairman. There has been little help from CCG staff who have been in a state of flux because of Transformation issues and there is not enough patient involvement encouraged by the practices who have an obligation under the NHS contracts to form a representative group from their patients.

Fiona Callaghan from Rushcliffe CCG has been appointed Locality Director and attended the last PPG Forum meeting and is keen to liaise with PPG groups. Hucknall locality has 37,000 patients, Arnold/Carlton 53,000 , Gedling/Mapperley 52,000. Integrated healthcare is being planned and Fiona wants patients from local PPGs to be involved in the 10 year plan for health and social care combined. A meeting is to be held at the Vineyard next week for patients, carers and the public interested in volunteering within the NHS.

**Whyburn Practice update/CQC visit Park house.** JB reported Whyburn partners have handed back the contract due to problems recruiting GPs and financial problems largely fuelled by increases imposed by NHS Property Services who own the practice premises. Before Christmas the CCG did a survey to see if applications would be forthcoming for the practice. Subsequently contracts are currently out for tender and will be reviewed shortly. However a decision could be delayed due to local elections in May preventing an announcement as local government goes into 6 weeks "purdah". Doctors have agreed to stay on as salaried GPs until other arrangements are made.

The CQC have started a further review of practices services. Park House(Carlton) which is short of doctors is being visited shortly.

**Check ups bowels, breast screenings/ cervical cancer.** Members confirmed that bowel screening kits had been received every 2 years direct from the hospital. Similarly breast screening tests are notified and carried out direct by the hospital. BH confirmed that cervical smears are carried out at the practice and although there were delays in reporting this has been resolved.

**111 versus A & E.** Following reports of 12 hour waits in A & E, JB described his experience using 111 which worked very well for him and he urged members to use the 111 phone service and use the "Drop in" centre behind the BBC premises rather than A & E (the centre is open 7 days and has X-ray facilities).

### **Any other business**

**Collaboration with CORE.** JG confirmed that CORE is keen to support groups and the lonely. JG could attend the occasional GP meeting to get ideas. Facilities for parents are diminishing and there is a need for support now that children's centres are short of funds.

Nuffield Health, at the gym on Mapperley top, are offering free 12 weeks trials on exercise to help reduce joint pain. It is being sponsored by Arthritis Research.

**A volunteer is requested to take minutes of the next meeting which is scheduled for 4 April, 2.15pm at the Surgery as VIV is unavailable.**