

The Calverton Practice: Patient Participation Group (PPG)

Minutes of a meeting held at the New Calverton Village Hall, Calverton on Thursday 4 October 2018 at 2.15 pm.

Present

Chris Archer
Nick Borrett
Pat Bosworth
Margaret Briggs
Jeff Burgoyne (Chairman)
Enid Cox
Diane Frudd
Chris Jackson

Jackie Guyler
Dr Caroline Wight
Jayne Yeomans (Practice Secretary)
Vivien Sadler (Minute taker)

- 1. Welcome and Apologies for absence received from** Audrey Booth, Lynda Britchford, Catherine Fewkes, Bridget Hall (Practice Manager), Susan Kernahan.Pat Kingston
- 2. Minutes of the meeting held on 2 August 2018** had been circulated and were agreed.
- 3. Practice News:** Dr Wight had stepped in as Bridget was dealing with building matters. Dr Wight thanked Nick for producing the patient survey which was being circulated.

Dr Petra Richmond, former Registrar, is welcomed back for 6 sessions (3 full days). This has greatly improved appointment availability. The surgery is open Monday-Friday 8am – 8pm. Some Saturdays and evening pre-bookable appointments are spread between local surgeries, these 15 minute consultations are not bookable online, only through reception. Dr Wight explained EMIS and System One record sharing is not ideal so better if Calverton patients book to go to that practice if possible. Note-The majority of practices in the NNE CCG area use System One computer system although EMISS has the greater number of users nationally –almost 30000.

Dr Emma Fleming is expecting twins so will be leaving in November. Dr. Clare Harris will cover her maternity leave.

Building: new entrance for the next 2 weeks. From 29 October downstairs admin space, lift and two downstairs consulting rooms will be out of action. Notice to be printed saying lift unavailable for 6 weeks –appointments in the new building will be made appropriately. Pharmacy will stay put. Jeff said staff have been remarkable amid the noise and disruption. Dr Wight pointed out that it would have been better to build a new surgery had the resources been available. It is hoped to have a celebratory opening day when work is complete.

Dr Wight explained the monthly prescription re-ordering system had been revised and it was now possible to get some , eg cyclical hormones, on 3 month prescriptions.

4. New Patients: Jayne Yeomans, Practice Secretary:

The practice is trying to target new patients to register, before they are ill, with leaflet distribution so help from the PPG would be much appreciated. Chris Jackson offered to take leaflets to Gascoines and site offices so they can be put in house purchasers' information packs. Nick will call into Thomas James. Jayne will ask for quarter pages in village magazines and contact Woodborough Web. Jackie will take leaflets to CORE and the Community notice board by the library. Leaflets will be available soon and members were asked to call in to collect some for distribution in their local areas.

5. Flu Clinics:

Patients misunderstood some signs at the first clinic so Jayne will put up some extra next time. Pat B. would help on 13th October and Jackie will do 3rd November. Pulses will also be taken so any patients with irregular beats can be referred for atrial fibrillation monitoring.

6. Patient Survey:

100 already completed and there seemed very few complaints. Forms ran out at first flu clinic - more clip boards and chairs would help. The survey would be distributed to the Leisure Centre, Gym, Top Club and Library.

7. Meeting reports: Notts.NE Clinical Commissioning Group Clinical Cabinet and PPG Forum

Jeff reported NNE finances now better than previously but still show a deficit at year end. A saving of £180,000 in last 5 months due to GPs monitoring repeat prescriptions has been achieved.

Nationwide fewer GPs wanted to be partners and preferred part time working. Poor performing practices are receiving visits to help reduce expenditure. There had been a public meeting at Hucknall regarding the Transformation Project. It was well chaired and few action groups were present.

Of the 4 CCGs known as The Greater Nottingham Area Nottingham City is behind with restrictions on sip feeds, gluten free prescriptions and over the counter available products (paracetamol is still being prescribed) There are 51 practices in the city, most with few patients.

Jeff said and members agreed that the Calverton practice is very friendly and has a family atmosphere amongst staff. Dr Wight wanted to introduce a notice board showing achievements of patients who had improved their health through diet and exercise and showing examples of healthy lifestyles. She described a case of a person who had dangerously high blood sugar which had reduced to normal following an exercise programme. Discussion ensued on village play areas and how parents were reluctant to let children use them due to bad language and behaviour of some other users. Pat would write an article for the Gazette on facilities available in the village.

Leaflets tabled on the Herbert Protocol which is supported by the Alzheimer's society and Notts Police were distributed. The PPG Forum had a speaker from Notts Police which described the form that can be used if anyone is worried about family or friends who may go missing to speed up their recovery

Electronic prescription registration is important and PPGs asked to spread the work to get patients signed up. For Calverton there is a separate login for prescriptions and for booking appointments.

8. PPG Chair/Secretary/Events/Minute Taker

Jeff outlined the tasks which needed to be done by the group. He thanked Nick for the work he had done in producing the Patient Survey. Viv will continue to take minutes and Pat B offered to take them when Viv is away. Enid and Nick offered send cards and correspondence as required. Someone needed to co-ordinate education in schools, Play Days and health promotions at the Village Get Together.

Connect would also like to be involved with the practice patients= they help people with filling in forms for attendance allowance and blue badges and finding support on a 3 monthly basis.

9. Any other business

Enid had received feedback that some patients feel that they don't have a connection with the practice because they see different Doctors each time. Dr. Wight explained that all doctors don't work every day but appointments can be booked with a specific Doctor although it may mean having to wait. Dr Wight agreed that it was ideal for patients to see the same Doctor each time if at all possible.

The CORE centre is looking into loneliness and isolation.

10. Dates and time of next meetings:

Thursday 6 December at 2.15 pm in the New Village Hall.