

Minutes of Nettleham PPG meeting held on the 12th June 2024 at 12:30 pm.

Present - Dave Head (Chair), David Pape (VDS co-ordinator) Betty Pape (minute taker) Lesley Hodgson (treasurer) Jean Treherne, Dave and Gill Rowley, Ingrid Atkins, Mike Biggs, Ian Johnson, Dr Phil Williams and Stacey Forbes-Oakley (NMP)

Apologies - Steve Hawes, Ursula Moir, David and Ros Burrows, Jane Sharman, Christine Clarke, Barbara Milns, Peter and Jackie Greenfield, Dinant Hagens, Robin Hatcliffe, Helen Reek (LCC) and Helen Ireland (Research).

Chair.

Dave began by welcoming all the attendees. Jean is now fully registered as a driver.

The bariatric chairs have been received but the chairs with arms are still on order.

The garden at the Cherry Surgery and the 1st disabled space come under the remit of the Estates and at the moment they are well down the priority list, however Jean will continue to investigate grants from CW Parish Council for the garden but this will be no more than £250. The overall cost would probably be too expensive for the surgery to bear. There was a discussion re disabled access at CW surgery but it was reiterated that all appointments requiring disabled access via the VDS should be at Nettleham

VDS.

David had very little to report but thanked all drivers for their commitment. There are currently 12 active drivers but because of driver availability there are still some days with limited cover so more recruits would be good. Fewer patients have been missed off the list. Stacey said she has a checking system in place and this is working. The drivers present were asked if they were happy taking patients to Ravendale clinic as the patient is in for a good amount of time. It was agreed that they were happy at the moment to continue with this service. Dr. Phil expressed his thanks on behalf of the surgery for this service and he knew the patients were also appreciative. David said he is often asked by patients if the VDS covers hospital appointments but he always advises them that unfortunately they do not. Ian asked about getting postcodes put on the driver's sheet and Stacey is to look into this.

Treasurer.

Lesley has paid out £1566 for waiting room chairs.

The current balance is £2844. There is a balance of £500 from various fundraising and she proposed a PPG Christmas meal. Dr Phil said the surgery will make a contribution.

ICB.

Robin is the ICB representative but he needs a computer to access Microsoft Teams meetings. Dave H proposed the PPG buy a laptop to be used by the ICB rep, however Dr Phil suggested approaching the ICB to see if they could provide one.

Surgery.

Dr Williams is back off sick leave but Dr Goalby is off long-term sick. This has had an impact on the surgery as they have had to rely on locums which has caused a significant backlog.

Recently good progress has been made in the backlog and patients with mental health problems and cancer are currently being prioritised.

The changed opening hours of AskMyGp caused a backlash on social media but from the surgery viewpoint it feels safer as messages can be read as they come in.

Surgery staffing is improved as practice nurses with more experience have been employed. A new doctor is relocating to Nettleham in July and Alysia Peacock will be back from maternity leave by then.

Much work has been done on staff retention by trying to improve the work culture and Stacey is actively supporting the receptionists.

The flu jab season will run late this year but the surgery will publish details later in the year.

Dave H asked the surgery to stop forwarding details of people who express interest in the PPG on the new patient form as this results in him being overwhelmed by emails.

Ingrid said that recently a patient had complained they could not get a shingles jab. Stacey said to point any patients her way if they have queries.

The call back system is working well as is the Recall and Review scheme after a few teething problems.

A comment was made by a driver about staff parking away from the practice entrance.

Stacey will remind all staff but sometimes it is unavoidable and some of the staff need disabled access. Also in answer to a query Dr Phil asked that if parking at Lindsey Lodge cars do not mount the kerb as the slabs are very expensive to replace if they get broken.

Helen Reek(LCC) was unable to attend.

Helen Ireland (Research) was unable to attend due to illness.

There being no further business the meeting closed at 1.50.

Date of next meeting to be advised.