

Minutes of Nettleham PPG held on 1st March at Nettleham Bowls Club  
at 12.30. P.m.

**Present :** Dave Head(Chair), David Pape (VDS Co-ordinator), Betty Pape ( Minute taker) Lesley Hodgson (Treasurer),David Burrows, Gill and Dave Rowley, Barbara Milne, Mike Biggs, Dinant Hagens, Peter and Jackie Greenfield, Alan Henderson, Nigel and Donna Johnson, Ursula Moir, Jayne Sharman and Dr Phil Williams.

**Apologies :** Sarah Deacon, Robin Hatfield, Christine Rose, Michael Bull and Ingrid Atkins.

**Chair :** The Chairman welcomed Gill and Dave Rowley as new drivers. He also welcomed Nigel and Donna Johnson to the PPG and advised that Christine Rose had resigned from the group.

**VDS :**

David P began by welcoming Dave and Gill Rowley as new drivers to the scheme. The surgery had asked for patients to be transported to physio appointments at Cabourne Court. This has been agreed to and is working well. In a similar way it has been agreed that VDS drivers would pick up and deliver emergency prescriptions. The agreement with the surgery is that it is urgently needed and the patient has no other way of getting it. The normal fee has been applied in these cases.

There was a discussion re taking patients to A and E rather than the surgery calling an ambulance. This has happened in several cases recently. It was felt that it was up to the individual driver to risk assess whether they felt comfortable doing these jobs. The patient would be dropped off and not accompanied in. Concern was raised about taking vulnerable patients alone but Dr Williams advised that if the patient wished reception would contact a family member/friend. Drivers should charge what they feel is a reasonable amount for these journeys.

It was agreed that only 1 patient at a time would be carried and that mask wearing is for individual drivers to assess.

**Treasurer :**

As at December 31st the balance was £2509.88. No money has yet been received from the Co-op Community Champion scheme . The invoice for the new signage will be paid shortly to the value of £736

**Chair :**

Began by thanking David P for all the work he does organising the drives so well.

Drivers were advised to round up mileage and to claim for all miles driven.

He asked Dr Williams for more masks for the drivers. Dr Williams agreed to supply them but advised ventilating the car is the best option to prevent cross-infection.

Statistics : Dec 80 drives, Jan 114 drives, Feb 65(3 weeks only) drives.  
10% drives cancelled  
20% same day drives  
30% added for later in the week.

There had been quite a few problems with bookings and cancellations not passed on by the surgery, incorrect destinations advised or patients transported but no booked appointment evident. Dr Williams advised that there had been a turnover of receptionists lately but hopefully this will settle and errors will be eliminated. The PPG will cover any mileage claims in the above cases.

### **Surgery :**

Dr Williams advised of staff changes some of which should enable more clinics to be held. AskMyGP is currently closing at 12.30 p.m. which was felt to be a better option for the triage doctor who can then be freed up to run extra clinics. The surgery is not completely happy with the AskMyGP service but the contract is not up until next March. Some research into other systems will have to be undertaken before then.

Dr Williams talked about the surgery being involved in many research projects. There is a local Research Nurse who could come and give a presentation to the PPG.

There has been no progress on possible PPG involvement with a waiting room survey re AskMyGP.

Dave H asked about help for patients, particularly men, dealing with loneliness. Dr Williams advised the surgery has a Social Prescriber who can signpost people to where help is available.

Grants for bike sheds are still being applied for but at the moment it is just a few staff who cycle to the surgery. Also they are still trying to obtain quotes for car park markings.

The PPG notice board needs updating with the latest information.

Nigel J asked about registering with the surgery. He had filled in a form online but 2 weeks later he had had to fill in a paper copy. Dr Williams felt that this was just an initial teething problem with online registration but he would look into it.

Peter G wished to thank staff at Cherry surgery for their prompt action and care when he collapsed recently. He also asked about Cherry surgery opening longer hours. Dr Williams reiterated it is due to staff limitations.

Plans are in hand to create more consulting rooms at Nettleham.

### **A.O.B. :**

Dr Williams advised that medical students based in Lincoln would like to talk to patients re how medical conditions impact living etc. Mrs P will co-ordinate a list of PPG members willing to be contacted by students. Next meeting T.B.C.