

## **Minutes of the Nettleham Medical Practice Patient Participation Group meeting held on Wednesday 27th Sept at 12p.m.**

Present; Dave Head(chair) David Pape(VDS organiser) Betty Pape(minute taker), Peter and Jackie Greenfield, Lesley Hodgson, Alan and Pam Henderson, David Burrows, Dinant Hagens, Jill and Dave Rowley, Nigel Johnson, Mike Biggs, Barbara Milne, Sarah Deacon(NMP), Oliver Wells, Jayne Sharman, Ursula Moir, Dr Phil Williams.

Apologies Robin Hatfield, Ingrid Atkins.

### **The chair**

opened the meeting by welcoming everyone, especially Oliver Webb who is a patient but also works in IT for the NHS.

The new driver recruited a few months ago is unable to complete his training so is no longer viable but a female volunteer driver is in the pipeline.

In recent months both mileage and patient numbers using the driving scheme have increased considerably. New drivers are always needed so David Burrows agreed to advertise in the Reepham News and make contact with Cherry Willingham and Fiskerton parish magazines. Dave Rowley will contact the editor of Sudbrooke News. Sarah Deacon will put on NMP facebook page, in the surgery and on the website.

### **David Pape**

thanked the VDS drivers. Multiple drives from different villages but close together timewise were not easy to fulfil but Sarah could see no way round this from a NMP point of view.

The drivers were asked to confirm their preferred means of contact.

He highlighted that mistakes on the sheet were becoming more common usually wrong time/date. Sarah agreed to look into this.

Covid vaccines at the Grandstand - after some discussion it was decided that due to time pressures the VDS should only be used as a last resort.

On call cover ; he expressed his wish to step back on some days as the on call cover is very demanding both in taking phone calls and the resultant admin work.

Oliver Webb said he could perhaps help with his NHS experience. It was felt that there might be a PPG He highlighted that mistakes on the sheet were becoming more common usually wrong time/date. Sarah agreed to look into this.

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### **Chair**

Dave H asked about the PPG helping with research projects. Unfortunately, Helen Ireland (Research Facilitator) was unable to attend the meeting due to illness. The

idea is that PPG members would facilitate patients to join research programmes. A volunteer from within the PPG is needed to liaise with Helen.

There is no update on either the bike sheds or the car park markings.

In answer to a question by Dinant regarding numerous patients attending the surgery to drop off repeat prescriptions, taking up valuable car parking spaces, the surgery will try and promote the NHS app.

David P asked about reinstating the book stall in the waiting room for PPG funds. Dr Williams will check this out.

A comment was made about appointments cancelled at Cherry being transferred to Nettleham but as this was due to staff illness it is unavoidable.

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

The ICB (Integrated Care Board) hold meetings that the chair has attended but Robin H has volunteered to represent the group at these meetings.

### **Surgery**

The surgery has recently undergone a CQC inspection and they are awaiting confirmation of the grade but Dr Williams advised that there will be a long action plan.

Training has been reinstated at the practice. This will usually be held on the last Thursday of the month.

The surgery would like there to be a Community Garden behind Cherry Surgery. Lesley Hodgson volunteered to look at this.

New chairs funded by the PPG are needed. A budget of £1200 was set with Nettleham being prioritised. It would be a mix of chairs with arms and a bariatric chair. Dr Williams said this would be much appreciated by the patients.

Pam H asked why the AskMyGP is not open for longer hours. Dr Williams said that it has to be monitored by GP's so shorter hours frees up the gp's to see more patients. Other competitor systems will be looked at this autumn.

### **Lesley**

£61.24 received from booksales.

£915.36 received from Co-op Community Champions scheme which must be spent on the driving scheme. It was decided to purchase fleeces and polo shirts for the drivers with this money - the surgery will advise of their supplier.

A donation of £30 has been received in memory of a Reepham patient who has sadly died.

£3671.14 in the bank account.

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

Dr Williams advised that in future Beth J will be attending the meetings as she is back from maternity leave. Sarah was thanked for all she has done.

Next meeting Wednesday 6th December to include lunch.