

# ELMSWOOD HEALTH CENTRE PATIENT PARTICIPATION GROUP MEETING

Wednesday 6<sup>th</sup> May 2015 6.30pm Friends and Family Test Results

**Present:** Shelagh Clarke, Dave Groom, John Hackett, Glennis Middleton, Ingrid Reid, Amanda Roberts, Pauline Sault, Rose Thompson, Ian Trimble, Charlie Wilson

**Apologies:** Alan Diamond, Magrit Mitchell, Mary Simpson, Sue Wilson

Bettina Wallace was to have talked on the British Heart Foundation (BHF) BME Hearts and Minds project but was unable to attend due to gallstones. So we discussed the latest Friends and Family Test results (see attached). The numbers responding are quite low (20 in March). This could be increased if it were handed out by GPs at the end of the consultation or there was an automated reminder to fill in the survey either when using the automated check-in system or on the lightboard display. The reception staff will help patients fill in the survey and they can do this in a private area. Whilst 37% is the city's Black and minority Ethnic (BME) population, our practice has only 15%. But thought could be given to capture their views better.

We have some results from the national patient survey. Our surgery has the best results for a large practice in the Nottingham City Clinical Commissioning Group (CCG), and 4<sup>th</sup> overall out of the 58 Nottingham City Practices. Part of this may be because the surgery has a higher proportion of older patients (who are more likely to respond positively (?? Not sure that is true?)). The practice was very pleased with such a positive result.

*Other points discussed:*

**GP succession at the practice.** At least one of the doctors at the practice will leave in the next five years. Whilst nationally recruitment of GPs is challenging, it is hoped we will not have too much problem. Part of this is because of the GP training the practice does.

**Riskiness of being a GP.** Medical defence fees (insurance incase of medical complaints) are paid personally by each doctor. They are £6000 per year for a full time doctor. But these fees are sometimes much higher – for instance £30,000 if a doctor works out of hours and has one complaint against them. One doctor in the city has been quoted £85, 000!

**Physician associate.** The practice is not considering using Physician Associate <http://www.nhscareers.nhs.uk/explore-by-career/wider-healthcare-team/careers-in-the-wider-healthcare-team/clinical-support-staff/physician-associate/> but they do train up the nurses and the phlebotomist to do other procedures. They would also welcome self-referral opportunities for needs such as psychiatrist and podiatrist.

**Biggest current problems for GPs.** Quality Outcomes Framework (QOF) <https://www.nice.org.uk/Standards-and-Indicators/QOFIndicators>, Revalidation every five years and the Care Quality Commission (CQC) inspections are the biggest stress and workload for GPs currently. The surgery's CQC is likely to happen within the next twelve months and they will want to engage with the PPG.

## ELMSWOOD HEALTH CENTRE PATIENT PARTICIPATION GROUP MEETING

**Value of Patient Participation Group (PPG).** Our PPG is considered one of the best in our CCG. The value for the patient to participate was articulated as giving a patient familiarity with and confidence in the surgery; as well as being very interesting.

**NHS Efficiency.** The NHS is more efficient than European countries such as Germany.

**Computer courses** The Nottingham Workers' Educational Association (WEA) have some good introductory computer courses <http://nottinghamwea.com/category/computers-2/>.

**Electronic prescriptions:** in the next month or so the practice will move to providing electronic prescriptions. Currently staff are being trained and hope to provide us with more information nearer the time.

### Next meetings:

- Friday 12<sup>th</sup> June 2015 2pm Fiona Branton –Head of Infection Control
- Wednesday 8<sup>th</sup> July 2015 6.30pm Fuddle
- Friday 11<sup>th</sup> September 2015 2pm
- Wednesday 14<sup>th</sup> October 2015 6.30pm
- Friday 13<sup>th</sup> November 2015 2pm
- Wednesday 9<sup>th</sup> December 2015 6.30pm

### What is in the News

Dr Malik has embraced Twitter and invites you to follow him: @dr\_irfanmalik

### Eye, Ear, Nose & Throat Department 20 May 6pm – 7.30pm

There's still time to sign up to attend Nottingham University Hospitals' next members' event at QMC. The event will cover eyes, ears, nose and throat, maxillofacial services and Ropewalk House (where our hearing services are based). There will be a showcase of service areas and this will be a unique opportunity to speak directly to the people involved in delivering these services. To book your place please email [ft@nuh.nhs.uk](mailto:ft@nuh.nhs.uk) or call 0115 9691169 ext.76242.

**PASAD – Schizo-Affective or Paranoia support group**, morning meetings in Broxtowe Day Service.

For more details phone Lydia 07914791074. Dates:

Thursday 11<sup>th</sup> June 2015 Signs and symptoms of becoming unwell.

Thursday 9<sup>th</sup> July 2015 Advance statements

Thursday 13<sup>th</sup> August 2015 Reactions of family and friends to your diagnosis

Thursday 10<sup>th</sup> September 2015 Memory problems

Thursday 8<sup>th</sup> October 2015 Relationships and Social life

Thursday 12<sup>th</sup> November 2015 Triggers to symptoms

Thursday 10<sup>th</sup> December 2015 Racing Thoughts

Thursday 14<sup>th</sup> January 2016 Heightened reality

## ELMSWOOD HEALTH CENTRE PATIENT PARTICIPATION GROUP MEETING

Thursday 11<sup>th</sup> February 2016 Childcare Issues and Mental Health  
Thursday 10<sup>th</sup> March 2016 Paranoia  
Thursday 14<sup>th</sup> April 2016 Tardive-Dyskinesia

### **Nottinghamshire Deaf Services Information Event 18 May 3–8pm**

This is an event for Deaf residents of Nottingham and Nottinghamshire to find out more about local services. The event will be hosted by the Nottinghamshire Deaf Society at 22 Forest Road West, Nottingham. NG7 4EQ (a short walk from Nottingham High School tram stop). Unfortunately there is no parking on site.

Blue badge holders should contact Notts Deaf Centre. Tel/minicom: 0115 970 0516. Text 0779 222 6250. If you need any more information please email [rosey.cox@nottinghamcity.gov.uk](mailto:rosey.cox@nottinghamcity.gov.uk) Text: 0795 8400 417. This is a BSL interpreted Event.

### **Patient opportunities to join the new NUH Values Board**

The way NUH do things is as important to them as what they do. Their values are designed to improve the experience of their patients and staff. Following an audit and major staff engagement exercise in 2014, the Trust Board have approved the establishment of a new Values Board to govern the next stage of their values and behaviours programme which they hope will further improve their culture. The new Board will facilitate interventions that will unblock barriers to achieving sustainable change and evaluate progress and achievements by using evidence-based data, metrics and performance measures. Applications are invited from NUH members to join the Board as patient representatives. Up to six places are available. Full details of the role are given in the attached [draft role description](#)

[http://www.nuh.nhs.uk/media/1870026/patient\\_member\\_representative\\_role\\_description.pdf](http://www.nuh.nhs.uk/media/1870026/patient_member_representative_role_description.pdf)

A copy of the [draft terms of reference](#)

[http://www.nuh.nhs.uk/media/1870029/values\\_board\\_for\\_draft\\_3.pdf](http://www.nuh.nhs.uk/media/1870029/values_board_for_draft_3.pdf) is also attached.

Members who wish to apply should send a short summary supporting statement detailing relevant background experience to: [stella.peck@nuh.nhs.uk](mailto:stella.peck@nuh.nhs.uk) - closing date for applications is Friday 22 May. For informal enquiries, please contact Ian McBride, Organisational Development Manager - email [ian.mcbride@nuh.nhs.uk](mailto:ian.mcbride@nuh.nhs.uk) or call 0115 969 1169 ext. 76162

### **Mayfest**

The University of Nottingham is holding its annual May Fest this Saturday! It's a free, interactive day for the all family so head along. For more information, [check the event website](#). <http://www.nottingham.ac.uk/mayfest/index.aspx>

### **Quality Standard in Carer Support**

Both young and adult carers can be affected by the impact of juggling a caring role with employment and/or education. The practical and emotional implications of a caring role can be stressful and demanding. The reality for many carers is that they disengage from education or leave employment to focus on their caring responsibilities. Now there is training for organisations provided by the Carers Federation.

**ELMSWOOD HEALTH CENTRE  
PATIENT PARTICIPATION GROUP MEETING**

<http://www.carersfederation.co.uk/services/carers-standard/>

**An Audience with Dr. Francisco Contreras, Cancer Expert**

As a response to BME Cancer Communities service users interest in evidence based traditional, complementary and alternative treatments for cancer, they are pleased to host the above event that will be chaired by their Director, Rose Thompson,. 8<sup>th</sup> May 2015 at the Nottingham Mechanics <http://www.bmecancer.com/>