

Bingham PPG Minutes – Tuesday 3 December 2024 3.30pm

Present: Liz (Practice Manager), Denise (Practice Team Leader), Helen, Yvonne, Andrea, Judith, Martin, Kate, Stephen Perkins, Sue Fielding

Apologies: Judith Dibley (new member), Laura (Social Prescriber)

Helen gave a brief explanation of the PPG's role and welcomed the two new members – Stephen and Sue.

Surgery Update

Nurse Emma has been promoted to Nursing Services Manager and is currently doing a Prescribing course.

There was an Infection Control visit earlier today. This was a planned visit and no problems are anticipated.

Liz thanked the PPG for their help during the flu and Covid clinics, which ran smoothly this year. The Group did 4,100 flu vaccinations and 3,510 Covid. Patients having the vaccinations elsewhere were 3,960 and 2,222 respectively. Liz explained how they calculated the number of flu vaccines to order – these are ordered about 9 months in advance and figures are based on the previous year's figures. There is some leeway as a small percentage can be returned if unused but the surgery is currently contacting eligible patients to offer appointments as they still have a number of vaccines available. Covid vaccines are supplied centrally – the surgery are not involved in the calculation of these numbers.

Telephone calls - in October 13,803 incoming calls were answered – 91.3%
In November the number was 11,989 – 91.4%

A number of patients are taking advantage of the callback option – in October there were 1,027 requests and in November 891.

Denise highlighted the problem the surgery is having with non-staff using the surgery car park. This has worsened since parking charges were introduced in the general car park and is causing some difficulties. The surgery has purchased a number of spaces at the Arena car park, which staff pay for, but these are not marked for private use and staff cannot be sure that a space will be available.

Denise also mentioned that they have been very short staffed recently and help in getting files out for patients who have left the surgery would be much appreciated. These files have to be returned to the Health Authority as soon as possible after a patient leaves. Helen, Martin and Andrea offered to help.

Future Buttercross entries

The surgery have some changes to announce to the booking system so as there is no Buttercross in January it was agreed that these could form the basis of the February edition. The car park issue would also be included.

Patient Survey

There was some discussion over how useful this would prove to be as it was generally felt that the main priority for patients would be the ability to get appointments. However there may be other areas that could be changed/improved. It was agreed that everyone would consider this and a final decision made at the next meeting. This will be the main item for discussion at our meeting in March.

Changes to booking system

There will be a special meeting immediately prior to the Cotgrave PPG next Tuesday 10 December, to explain imminent changes to the booking system, which some members from Bingham will attend and make notes to report back.

Any other business

Nothing further was raised.

Date and time of next meeting

Tuesday 4 March 2025 3.30pm.