

Bingham PPG Minutes – Tuesday 25th April 3.30 pm

Present: Judith, Martin, Andrea, Denise (Practice Team Leader), Mandy Houghton (Nursing Services Manager), Laura (Social Prescribing), Yvonne, Jean, Jane, Janet

Apologies: Chandra, Lorna, Helen

1. Matters arising from previous meeting:

Blood tests

It was suggested that HCAs and nurses could remind patients at the appointment that they would not be contacted if the blood tests did not require further action.

2. Practice and Bingham surgery updates:

Patient leaflet

Liz has done a first draft and will bring it to a future meeting for discussion.

On-line booking

This is now up and running.

DNA rates

The following appointments were missed in February, totalling 70 hours.

DNAs are the equivalent of:

168 GP appointments

144 Practice Nurse appointments

20 Physio appointments

118 HCA appointments

3 Pharmacist appointments

There was some discussion about the reasons for these missed appointments but patients tend not to respond when the surgery writes to point out that they have missed an appointment. Janet wondered whether it was possible to do some work to try and find out the reasons why people miss appointments. If we do not know the reason, it is difficult to improve the situation.

Staffing

Louise Jones has left the Practice and now works for Partners Health but will be working with the surgery. She will be responsible for recalls in order to free up time for the nurses and HCAs.

Louise has been replaced but Cotgrave surgery are struggling for staff so Bingham are helping out occasionally.

Bingham are currently trying to recruit an HCA.

As discussed at the last meeting, PPG members have been helping to get the filing of patient records up to date and this is ongoing.

Covid spring boosters

A clinic has been arranged for 13 May and this is now fully booked. Volunteers are needed to help at this. It will run from 8am to 1pm.

Appointments

There is still a problem with lack of appointments. Slots are completely booked up within minutes after 8.30 and 10.30. Hospital services have been cut and everything falls back on GP surgeries.

It was mentioned that when doctors tell a patient they want to see them again in a certain time, say 2 weeks, the patient cannot then get an appointment at that time. The doctors have agreed that in these cases they will put the appointment on the system themselves at the time of the first appointment to avoid this problem.

3. Social prescribing.

Staffing is now at full capacity and they are trying to get people to attend community events. They have a Facebook page and Whatsapp group. They will publish case studies and advise on how to approach Social Prescribing. Rushcliffe PCN has a new website accessed on rushcliffehealth.org which gives comprehensive information about all their services.

6. Future plans and joint working with Cotgrave and Cropwell PPGs:

PPG away day - 22nd May at Cropwell Bishop old school. Members are encouraged to attend – away day – names to Helen Monday at eandn.monday@btinternet.com by Friday 5th May

7. Date of next meeting: 6th June 2023 at 3.30pm at Bingham Medical Practice