

Bingham PPG Minutes – Tuesday 7th March 3pm

Present: Judith, Martin, Lorna, Helen, Andrea, Liz (Practice Manager), Denise (Practice Team Leader)

Apologies: Dr Alexander, Mandy Houghton (Nursing Services Manager), Laura (Social Prescribing), Jean, Yvonne, Chandra, Jane

1. Matters arising from previous meeting:

None

2. Practice and Bingham surgery updates:

On-line booking update

No new updates. This is still something the surgery is hoping to develop further in the future.

DNA rates

These continue to stay fairly consistent across time (Oct to Jan):

DNAs are the equivalent of:

2% of GP appointments

6% of Practice Nurse appointments

6% of Physio appointments

5% of HCA appointments

Blood tests

People should continue to assume that, if the surgery don't contact after a blood test, the results are ok. Patients can always ring if they want further information and the results should always be on the NHS app if Patients have it.

Staffing

Dr Hall is leaving in early April (been mainly based at Cotgrave). Recruitment of clinical staff remains an issue as it does throughout the NHS workforce.

A Care Coordinator's role is currently being advertised. This will involve looking more strategically at practices within the team.

Patient leaflet

The surgery has re-looked at the earlier versions of the leaflet and will create an updated version. This might cover details around:

BHG Website and Facebook presence

Zero tolerance policy

Expectations of patients

The leaflet is intended to be one that can be used across the 3 surgery sites and will consider online/electronic availability in addition to just hard copies as well as the potential for giving access in a variety of languages

Covid spring boosters

Recent discussions have indicated that the boosters may potentially be available to:

People over 75

People in care homes

Housebound patients who are considered severely immuno-suppressed.

It is not yet clear how the booster programme will work but it hoped there will be some more clarity from the NHS soon.

Survey

There is currently a survey taking place which aims to look at Patients with long term conditions and their experiences within the Practice to be used for further learning about how to support them better.

3. Social prescribing.

No report as Laura wasn't present. We talked about the leaflets that are around the village 'Health and Wellbeing Hub' and the fact that Social Prescribing Team don't seem to be part of this at all. We talked about the complexity of liaison and organisation of bodies at the moment and how this is impacting communication.

4. Communication

As agreed we distributed the most recent surgery update amongst residents covered by Bingham Medical Practice including places in Bingham and also outlying villages.

5. PPG Group assisting the Surgery.

We agreed that it would be useful for the PPG to offer some practical help for different things at different times. The current need is for helping organising in the Records area and so we agreed a few of us would help with this.

PPG members to contact Denise direct (contact number sent separately to PPG members) if they feel they can assist, even for an hour

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

We hope to liaise more with the other PPG and anticipate we may still have separate meetings but be able to overlap at times.

The next 2 dates are:

14th March – Cotgrave/Cropwell PPG meeting

22nd May – away day

It would be good if anyone from the Bingham PPG could attend either of these; we know there are some people who already plan to go but anyone would be welcome.

Judith has shared the initial PPG constitution with Sally to look at and it is likely this will evolve to suit the current times.

7. Date of next meeting:

25th April 2023 at 3.30pm at Bingham Medical Practice