

Bingham PPG Minutes – Tuesday 24th January 4pm

1 **Present:** Judith, Janet, Yvonne, Chandra, Martin, Lorna, Helen, Andrea, Jane, Denise (Practice Team Leader)

2 **Apologies:** Dr Alexander, Liz (Practice Manager), Mandy Houghton (Nursing Services Manager), Laura (Social Prescriber)

3 **Matters arising from previous meeting:**

None

4. **Practice and Bingham surgery updates:**

On-line booking update

No new updates but Denise will check where we are with this.

Appointments

DNAs 53.5 hours across all sites and all practitioners. It would be good to know the proportion of total appointment time this represents and the possible reasons behind this. The ratio of appointments and appointments in advance has needed tweaking and it's proving very hard for the practice to manage demand for the non-urgent/routine appointments.

We also talked about the fact there is a cancellation line for people to cancel their appointment and most of us didn't know this. Is there a way for us to publicise this more?

Action: refer to this in the March Buttercross

Staffing

Dr Filby is leaving soon. A new Practice nurse, Fiona Taylor, has joined and Lucy Wood has joined the dispensary. The Practice is still advertising for salaried GPs.

The Out of hours service has now moved to Cotgrave from East Bridgford due to reported difficulties with travel for patients. It runs Monday and Thursday evenings and some of the surgery staff will be there.

There is a meeting coming up with many Rushcliffe GP practices as they are all experiencing many of the same pressures as Bingham. The purpose of the meeting is to look at the Rushcliffe GPs provision including continuity, workforce, access for patients and the working day for staff.

The District Nursing team are now more regularly based at Cotgrave. A lot of services are now based at Cotgrave as there is more space. There are discussions about how the space at Bingham could be used more flexibly to meet future patient needs.

Breakdown of surgeries and patients

Bingham approx 12,500

Cropwell approx 5,000

Cotgrave approx 8,000

5. **Social prescribing – Laura:** No report as Laura wasn't present.

6. Communication

We talked about the potential for putting communications from the Surgery up in local venues including local village buildings, bus stops, pharmacies, local village noticeboards as well as the GP reception and Buttercross and website. We also talked about the need for information to be accessible to all including people with visual difficulties and to use accessible language. We queried whether the recent December 2022 information letter could be given to the local audio news service to be added to their information.

Action: Denise will print and laminate some copies for people to distribute. Helen will print herself and distribute if Denise can send the document electronically.

New patient booklet: is it possible to have a new patient booklet to give some basic information about the practice. We talked about how much time this might take and how can we help with this as a PPG? We discussed that some of the PPG members could help with some pulling together of a document like this. We agreed this info would be useful (potentially for all patients not just new patients).

Action: Denise to email us to ask for any support that she feels we could offer; Helen and Janet would be happy to help but so would other members.

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

Sally Bates is the new chair of the Cropwell and Cotgrave PPG group. Judith feels that we should perhaps link a little more in terms of liaising and planning. We would continue meeting as the Bingham PPG but that we should perhaps also meet together every 3 months or so. Sally and Judith will meet to discuss this further and come up with a proposal which will be shared with the PPG but it is likely that we will need volunteers to help a little more with this liaison. As a larger group are there events that we can plan to offer more support to patients and the practice?

There is a planned Away Day at the Old School in Cropwell Bishop on 22/5/23

We talked about the purpose of the PPG and what we want to achieve as well as what we think of the Practice's use of the resource. We agree that we should discuss what we feel the group could be for and what the Practice could use us for. We could then re-draft the constitution to reflect a new direction and level of

7. February and March Buttercross entries:

February Buttercross is a copy of the letter sent out in December

March – cancellation line information and also the DNA rates

8. AOB:

Point raised: Sick note/signatures on documents that might be time sensitive e.g. insurance. Is there a policy/timeline for this within the practice?

Action: Hopefully Liz can let us know this at the next meeting

Blood tests: Patients are usually only contacted if there is a problem with their bloods rather than if everything is ok. Some patients are anxious about this and wait for doctors to contact them. Is it made clear at phlebotomy appointments that this is the process or do we not have control over this?

Action: Clarification from the Practice at the next meeting

9. Date of next meeting: 7th March 2023 at 3pm at Bingham Medical Practice