

BHG Annual General and PPG Meeting

Minutes of the meeting held on 23 October 2024 - 2.00pm – 4.00pm in the Meeting Room, Cotgrave Hub

<p>Attendees:-</p> <p>Sally Bates - Chair Helen Monday - Minutes David Adams Mike Cox Sheila Markham Pat Baxter Heather Lea Deborah Brambill Jane O’Sullivan Norma Furnell Judith Dibley Dr Nick Manning – Belvoir Health Group, Bingham Helena Pomeroy – Team Leader, Cotgrave Surgery</p>	<p>Apologies Penny Florey Jane Wood Sue Knowles Pauline Silvester Gill Handcock Dennis Quinton Pippa Bremner – Social Prescriber Liz Yeatman – Practice Manager, Belvoir Health Group</p>
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1. Welcome and apologies	ACTIONS
<p>Sally opened the meeting, welcoming everyone and round the table introductions were made. Apologies were noted.</p>	
2. AGM Report	
<ul style="list-style-type: none"> • Sally read out the Annual General Report as follows. This Report will also be included in the Community newsletter. <ul style="list-style-type: none"> - The Belvoir Health Group PPG has met regularly throughout the year - Meetings are well attended. The meetings are minuted by Helen Monday and available on the Belvoir Health Group website - We are pleased to have Professional staff from the various surgeries joining our meetings - The Group is diverse with many different skills. Each person’s contribution is valued and a range of views are aired and listened to with respect - Throughout the year we have endeavoured to provide constructive support to our health services including:- <ul style="list-style-type: none"> - Helping at the various Flu and Covid Clinics in Cotgrave and Bingham - Developing an outdoor rest area for Cotgrave staff - Working to develop Dementia friendly communities - Attendance at, and networking with, Rushcliffe Dementia Awareness Network (RDAN), 	

- Supported admin tasks where appropriate
- Raised issues of interest to patients
- Provided feedback to our surgeries
- We have been involved in raising concerns about medicine availability. This being an important local, national and international issue. We have liaised with our local MP and continue to push for improvements in the provision of critical drugs.
- A member has shared research into falls by ~Nottingham University – this vital area has implications for patients, Care Homes and families of vulnerable people
- Following concerns about our local Pharmacy we met with their staff who have identified strategies to improve the service they offer.
- We have provided regular newsletters providing relevant information to our communities. Of particular concern is the number of wasted appointments by patients who did not attend. We recognise the need to use every opportunity to see a health professional.
- We have attended meetings with other surgeries in the Rushcliffe area.
- Throughout the year we have listened to a range of professional speakers who have shared aspects of their work including:-
 - Zara Williams, Community Pharmacist
 - Pippa Bremner, Social Prescriber
 - Katie Moore, Head of Patient Experience and Engagement and
 - Trish Cargill, Patient Leader and Chair of PPG, who detailed work to improve Patient Experience and Engagement in local hospitals
- We have attended events led by the Cotgrave Integrated Neighbourhood Group.
- We have attended a Conference on the Future of Healthcare in Rushcliffe.

3. Appointment of Chair

- It was proposed, seconded and agreed that Sally Bates continue as Chair of the PPG with Gill Handcock and Sheila Markham as Vice Chairs.

4. Surgery updates – Dr Nick Manning and Helena Pomeroy

- Helena informed the meeting that 3,466 flu vaccinations and 3,061 covid vaccinations had been administered. There are still some vaccinations to take place and this is being worked on.
- Suzanne Crabtree has left the surgery.
- Helena stated that 14,126 calls had been received over the three sites– 12,849 having been answered. There were 875 call backs requested and 789 of these were successful.
- 111 were still causing problems regarding appointments – they cannot make the actual appointment for the patient but some patients believe they can and this causes confusion to all parties.
- With the cold weather closing in this was putting more pressure on the surgeries.
- The question of patients not attending their appointments was discussed again and is of great concern. Patients can cancel their appointments on-line as well as ringing into the

surgery and it is of vital importance that unwanted appointments are cancelled so that they can be used elsewhere.

- Dr Manning introduced himself – he has been a GP at Bingham for the last twelve years.
- Dr Manning explained about Total Triage, which is not presently used in our surgeries but is being researched across Rushcliffe. It has been trialled at the Village Health Group and is now working better and reducing the backlog. This system is being introduced to ease the workload and make things run smoother. On-line consultations have been quite successful, depending on the symptoms/illness. No appointment happens without it having been looked at by a clinician. We await further news on this.
- David had several questions to ask Dr Manning but due to time restrictions and afternoon surgery it was requested that David put these to Dr Manning, in writing, and they will be looked at when Dr Manning returns leave. They were as follows:-

- How does BHG partnership believe it has the capacity to service our expanding population, particularly during the next 2 years say, when we will have another 400 houses and over 1000 more people in Cotgrave alone?
- What challenges (main issues) does the BHG face and where can we in the PPG and wider patient community help? Can we help further?
- A number of patients are now having their "annual reviews". This seems rather hit and miss as some are simply medication reviews with the target to reduce medicines and their costs to the NHS (ICB) ?, Blood Tests are not always done efficiently and or at the correct time in the medication cycle? There is duplication with critical or long term condition specialists in addition. Can Dr Manning clarify?
- Some reviews are carried out by HCA's but it appears that they are not the most suitably qualified staff, especially in compound, complex or serious patient cases?
- Please clarify the roles of Health Harmony, specifically in the Ophthalmic area?
- The processes around Audiology seem complex when identified by the practice and then referrals are made to 3rd parties within the NHS locally or further afield.
- Some greater clarifications of NHS Pathways and Guidelines may help us all
- What are the key implications for BHG and patients with the revolving Medication shortages. How can we help more with managing the impacts?
- There seem to be major problems with referrals and delays in feedback or next steps. Any comments would be appreciated.

These questions/answers will be covered during future PPG meetings as/when possible.

5. Social Prescriber Report from Pippa Bremner

As Pippa was unable to attend the meeting she forwarded a report as follows:-

- The main news is the huge success that is the Social Prescribing Community Hub in West Bridgford and from the feedback we're getting, the public think so too. Please use the link below for some of the amazing and completely FREE activities and sessions we are offering. All our bookable sessions / events are available on this link and available to all adults 18+ that have a Rushcliffe GP (do not need to have a referral to social prescribing)

<https://www.trybooking.com/uk/eventlist/westbridgfordsocialprescribingcommunityhub>

- We also have our Young Adults (18 - 30 years) Social Prescribing sessions launch at the Community Hub coming up - Connect with local services, discover resources, and meet new people. Discover the wide range of groups and activities that your community has to offer!

When: Monday 18th November 2024, 12-2pm

Where: West Bridgford Young People's Centre, Bridgford Rd, West Bridgford, Nottingham NG2 6AT

- This week we also had the Cotgrave Long Term Condition Support Group on Tuesday, where there wasn't a huge turnout unfortunately (anything you can do to spread the word of this valuable resource would be appreciated), but it was fun and educational anyway and we had chair exercises at the end with Suzie Colins (Yoga Guide) which was fully accessible to all and a bit of a giggle too. We were also joined by the new face of the Cotgrave Ladies in Mind sessions Olivia Mackie who gave us an update on changes with the group including how they are now also doing puppy yoga with therapy dogs amongst many other exciting things.
- For one of our friendship events this week I was at the new Notts in Mind ladies' group on Thursday which was also brilliant. I am aware that for the last couple of months the friendship events have been mainly in Cotgrave and for November I would really like to get back to Cropwell Bishop or Butler if anyone has any suitable suggestions for a free friendship event accessible for all Monday to Friday daytime?
- I've also had a meeting with Your Health Notts, and I'm pleased to announce that they have the below new Weight Management and Falls Prevention courses in Rushcliffe.
- **Locations in the Rushcliffe Area:**
- At Lutterell Hall (starting 29th October), Falls Prevention will run from 13:30–15:00, and Adult Weight Management will be from 15:30–17:00 and 18:00–19:30.
- At Cotgrave Social Club (starting 24th October), Falls Prevention will be from 10:30–11:30, and Cotgrave Adult Weight Management will be from 12:30–14:00.
- **Eligibility for Weight Management:** Age 18+, BMI 30–49.9. The program is a 12-week flexible group with support that includes 1½ hours weekly (45 min physical activity, 45 min nutrition) and telephone support. Activities include tailored circuit-based exercises and

nutrition sessions covering portion sizes, food and mood, and food labels. There will be accessible sessions in mornings, afternoons, and evenings.

- **Eligibility for Falls Prevention:** Age 55+, recent fall or at risk of falling. The program consists of 12-week sessions with support that includes strength and balance exercises led by qualified Otago-trained specialists, with social tea and coffee included. Options are available for both community sessions and closed groups.
- And last, but by no means least we have had our quarterly social prescribing feedback surveys which made for very positive reading and just shows the benefits and clear need of the social prescribing service. Just as an example please see below.

Following contact with your Social Prescriber would you say that this has meant that contact with your GP Practice has:- Responses – 41

Reduced – 49%
Stayed the same – 46%
Increased – 5%

The advice and support has helped me to improve my general wellbeing - Responses – 39

Agree – 100%
Disagree – 0%

Full detail of feedback results can be found on the website – <https://www.rushcliffehealth.org>

6. Rapid Group Meeting – Sheila Markham

Sheila gave a brief overview of the Rapid Group Meeting which included:-

- Theme of the meeting was Teams
- Paul Midgley stated that perhaps the meetings should be held quarterly? This needs discussing with the PCN and PPG's.
- Social Prescriber – one year funding on the hub – meant to be self-sufficient
- Rushcliffe Council supporting sustainable food initiatives in several ways – Green Rewards, FarmEco Community Care Farm, sustainable Food Places.
- Notts College offering First Aid Courses
- Community Pharmacists are able to do BP checks. They can also prescribe certain medications dependant upon the symptoms which may need to be referred to a GP.
- The long-term support group mentioned in the report needs more advertising
- Promoting 'It is OK to Ask' – ask professionals for any help/assistance required
- The Health Event held on 27 June was a success – briefing from Paul Midgley below:-

Rushcliffe PCN Board briefing:

- **Future of Health in Rushcliffe event, 27th June, Cotgrave Club**
- 101 attendees enjoyed 4 hours of discussion and debate. Patient attendees came from all but 2 Rushcliffe practices (E Bridgford and Orchard), with Village, Belvoir, St Georges and Castle particularly well represented.
- Guv Sahota, Helen Smith, Nicola Zurawliw, Morgan Sharpe and Carolyn Perry kicked off with excellent talks on various aspects of local innovation.
- A lively Q&A followed, including Derek Hayden on the panel alongside the speakers, with many questions overspilling into the break.
- Attendees then spent an hour perusing 26 supplier stalls representing local health, care and voluntary organisations. Stallholders reported great conversations and engagement.
- Finally, 69 attendees got involved in well-facilitated table discussions around 4 themes: dementia, access, equity and self care/resilience, and fed back to the full group. Full write ups across these four topics, as well as an event report and action plan, will follow. As will output from the RBC media team who interviewed a number of people at the event.
- Anecdotal feedback has been excellent and the atmosphere over the whole afternoon was positive whilst acknowledging the current challenges.
- Key messages around the critical nature of collaboration, coordination of wider NHS, LA, statutory sector, voluntary sector, and the local community, came across as well as the need for excellent (and better) communication and awareness/education of the local system, so "making every contact count" can become a reality.
- Attendees said we should do something like this annually. 7 patient attendees have requested to join their local Patient Participation Group as a result of attending the event.
- Special thanks to Sofi Melvin for all her assistance in supporting Paul to pull the event together, and RBC, the ICB S Notts team and Comms and Engagement team, for their help too. A truly integrated effort.

- One of the main subjects was communication – this is always of the utmost importance.

- It was noted that minutes from the Partners Health Group and the Rapid Group meetings were difficult to obtain.

7. Dementia Awareness Event 23 September – Notes from Gill Handcock

As Gill was unable to attend the meeting the following notes were read out:-

MEETING OUTCOMES

- Attendance was good, especially for a Monday afternoon, and clearly revealed a need for support for individuals as well as within the community.
- Although we were disappointed by the non-appearance of the Carers Hub representative, they have contacted us and are looking into putting on a Dementia Carers Drop In Session in Cotgrave. If useful/successful it could become a regular event. I shall be following this up.
- I have been stopped by people saying how useful, interesting and thought provoking the meeting was. There is potential to be built on.
- One lady, a Carer from Bingham, desperate for support and help, attended the Cotgrave Memory Cafe last week with her mother. This was the first time she had heard of such a thing and they both benefited from it. I think we'll be seeing them again. Crucially, the Dementia Directory will guide them to a more local meeting too.
- We have met with positive engagement from the Town Council. Two Councillors and the Town Clerk attended this meeting and as a result they actively want us involved in the next community event. They have also asked us what we want to do next re Dementia and said, 'Tell us what you need.' They are Cotgrave's movers and shakers.
- At the PPG meeting on 23 October the next meeting of our Dementia Planning sub-group will be booked to look at three possible future events. This was discussed and planned for 5 November at 2pm at Gill's house.
- The Carers Hub Drop In with PPG as facilitators
- Using the Dementia Friends Business Directory, discuss with the Town Council persuading our business community to put some quick, but effective, supports in place.
- Organise a local, Dementia Aware Marketplace. All the post-it note responses were in favour of this, and again, help from the Town Council will be crucial.

8. Any other business	
<ul style="list-style-type: none"> • David gave a brief overview of the present situation regarding the problems with medication. This is ongoing and a meeting may be possible with James Naish at some time in the future, when he is available. • The subject of E-harmony and other private companies being used in connection with Ophthalmics/audiology was discussed. These commercial Companies are being used as intermediaries – does this need discussing with the surgery? This is one of the questions being put to Dr. Manning • Can we ask someone from Integrated Care Systems to come and talk to us? • Patient Annual Reviews was discussed – this is a worrying item and needs discussing with the surgery – this question being put to Dr. Manning • Sally asked the meeting to think about subjects for next year’s agendas and bring these to the next meeting so they can be noted and sorted for next year’s scheduling. 	
9. Date of next meeting	
<p style="text-align: center;">The next meeting of the PPG will be held on 10 December 2024 – 2pm at the Cotgrave Hub, Cotgrave</p>	