

BHG PPG Meeting

Minutes of the meeting held on 24 January 2023 – 2.00pm – 4.00pm in the Meeting Room, Cotgrave Hub

<p>Attendees:- Sally Bates - Chair Helen Monday - Minutes Sheila Markham Gill Handcock – from 3.15pm Pauline Silvester Anne Toombs Norma Furnell David Adams Penny Florey Heather Watnall Mike Cox Pat Baxter Yvonne Cannaby – Bingham PPG Helena Pomeroy - Team Leader, Cotgrave Surgery Liz Yeatman - Practice Manager, Belvoir Health Group Sarah Craig - Team Leader, Cropwell Bishop</p> <p>By invitation:- Carolyn Herrington – Rushcliffe CVS</p>	<p>Apologies:- Sue Knowles Sandra Besson Jean Spiby Katie Swinburn – Engagement Officer, PCN Trish Cargill – Patient Leader and Chair of Patient Participation Group, Nottingham University Hospitals</p>
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ACTIONS

<p>1. Sally opened the meeting and requested that mobile telephones be turned off. Round the table introductions were made. Apologies received were noted – Katie Swinburn and Trish Cargill had been invited to this meeting but were unable to attend. Invitations would be forwarded for future meetings.</p>	
<p>2. Katie Swinburn – Engagement ICB update</p> <p>Unfortunately Katie was unable to attend this meeting and had sent her apologies.</p>	<p>Sally to invite Katie to the meeting scheduled for 25 April.</p>
<p>3. Surgery updates – Liz Yeatman, Helena Pomeroy, Sarah Craig</p> <p>Liz gave an overview of the teams:-</p> <ul style="list-style-type: none"> - Dr Hall is leaving shortly to take up a position in another practice - Dr Filby had left in February - Recruitment for doctors was continuing but proving to be quite difficult 	

- Liz, together with Kai, is working on producing a leaflet for new patients joining the practices giving the required information/detail. Views/ideas were forthcoming from the Bingham PPG, and if anyone has any ideas as to what information this leaflet/booklet should contain please forward to Liz. Please be mindful of the fact that this will change on a continual basis, which although is easier to change/amend on-line and on the website but not on printed matter.
- A text survey, for feedback, has been forwarded to selected long-term illness patients. If anyone receives one of these please complete and return as requested. It was noted that texts of this nature should carry an explanatory note as to what was required and why, as people tended to ignore anything with a link entry, due to all the scams that were going around at the present time.
- On 12 March, Bingham Town Council held the Bingham Civic Awards event and Helen Pennycock, from the Bingham surgery had been presented with an award for her dedication and commitment to serving the patients of Bingham.

- The Did Not Attend figures for January were as follows:-

	Appointments	Did not attend
GP's, Advanced Nurse Practitioners	5900	186
Practice Nurses	2531	156
Healthcare	2530	120
Pharmacist	324	nil
Physios	272	11

Whilst there may be a good reason why patients cannot attend an appointment, a simple telephone call could help someone else who is waiting for that appointment.

The amount of time wasted is not acceptable, and letters/texts have been forwarded to continual offenders.

If a patient decides they do not require their appointment, and the surgery is closed they are requested to either telephone the surgery number and follow through on the instructions where a message can be left, or send a text, which can be picked up the following day and the time allocated to someone else.

Further detail regarding cancellations needs to be highlighted.

- Covid Boosters are back in the next few weeks and will be for patients:-
 - Over 75
 - Immuno suppressed
 - Housebound
 - In Care Homes – Care home patients will be the first section to be vaccinated in the course of the next few weeks.

- **Admin – Helena - Cotgrave**

- staff in Cotgrave had gone on maternity leave and/or moved to different departments. In the light of this three part-time positions had been created to cover the workload and ease the strain on the surgery but support would be required at times from the other surgeries. There was flexi-working around the three surgeries.
- The extended hours service on Mondays and Thursdays was offering appointments
- Dr Lewis is in talks with Mrs MacDonald regarding a memorial bench in the Precinct – no decision has been reached as yet.

- **Admin - Sarah – Cropwell Bishop**

- a new member of staff had commenced duties and was doing well.
- a dispenser was required to cover maternity leave but was proving difficult to find, so an assistant dispenser had been taken on to ease the workload.
- Sarah had been sending out texts/letters to patients who were continually not turning up for their appointments.

There were general queries about patients not being able to get appointments at the surgeries. Sometimes this happens and if required you should speak to the Team Leader/Receptionist at the respective surgery who will be only too happy to help however possible.

Whilst there are minor issues, as is inevitable, the quality of service given and received is good inspite of the obstacles that are thrown at the surgeries on a daily basis and for that we should be grateful. In many parts of the country things are a lot worse.

Sally thanked Liz, Helena and Sarah for attending the meeting and for all their, and their staff, hard work on the front line.

4. Minutes of the previous meeting and matters arising

- The minutes of the previous meeting were discussed and agreed.

5. Carolyn Herrington – Rushcliffe CVS

- Carolyn gave an overview of the services offered and leaflets were distributed:-
 - **Handy Housekeeping** – this service is for light duties and includes cleaning, prescription collection, shopping and at present costs £16.00 an hour – this is due to be reviewed at the end of April

- **Transport Scheme** – this is not a taxi service but available for people that cannot use normal transport services, or if a personal service is required. It can take people to the hospitals, opticians, GP's, chiropodists, hairdressers. The cost of membership for one person for a year is £35 or £45 a year for a couple. The cost then is £2.00 per transaction plus 45p per mile (drivers mileage)

- **Transport Service Plus Scheme** is available for an extra £6.00 a year plus the £2.00 per transaction, 45p per mile (drivers mileage)

Volunteer drivers are desperately required as demand is increasing.

Between April 2021 and November 2021 there were 8325 journeys/visits made

Between April 2022 and November 2022 this increased to 15,000

Some journeys are having to be cancelled due to lack of driver availability

- **Befriending Service** – this can be on the telephone, face to face, or in the home and can help people who cannot get out, who have lost their confidence, are lonely and need someone to talk to. For this service please contact Rushcliffe Voluntary Service – details for all services were included in the leaflets distributed by Carolyn during the meeting.

Again volunteers are required for this service and to highlight this all the services are being brought to the attention of patients in the various libraries, U3A meetings etc for further recruitment. The age range of the present volunteers varies between 51 and 100+ so all are welcome. Training is given if/when required.

Social Prescribers are forwarding details of patients to the CVS for help.

Sally thanked Carolyn for attending the meeting and giving us so much important information.

6. Rapid Group feedback – Sheila Markham

- Katie Swinburn spoke about co-production of things and getting patients involved in various services/opportunities. A PPG pack to be made available on the website to get PPG's involved. Several practices were already involved.
- Tomorrows NUH (can be found on the website) involving Primary and Secondary care. To have more cross working for the patients as an on-going process.
- Restructuring – Children's and Women's Health to be put together. Where is being discussed – plan to be produced.

<ul style="list-style-type: none"> • Katie spoke about Public Consultations – there are various ones in progress but the public need to be more aware of these so they can be more involved, as some had already closed but not a lot of people were aware of the detail or deadlines. • Spring Covid boosters were discussed – this would be starting in the next few weeks. • Long Covid Service – assessing long term referrals and recognising same as long covid. Rehabilitation and treatment – where is it required? This should be put in the limelight for patients to be aware. • 250 patients in Rushcliffe aged 50+ to be contacted regarding feedback on long-term conditions (mentioned above in the surgery update) This is to try and keep people out of hospital. Prevention being better than cure. 	
<p>7. Constitution</p>	
<ul style="list-style-type: none"> • The newer version of the Constitution to be produced at the next meeting 	<p>Sally to produce a copy of the newer version at the next meeting</p>
<p>8. Away Day – 22 May 2023</p>	
<ul style="list-style-type: none"> • The provisional agenda forwarded to everyone was discussed. • It was confirmed that the Away Day would be held at the Old School, Cropwell Bishop • The timing is scheduled for 10.30 – 3.00pm but can be extended if required • Invitees:- <ul style="list-style-type: none"> - Nikki Lucas – Operations Manager and General Practice Lead for Partners Health - Jon Stevens – Primary Care Network Manager - Liz Yeatman – Practice Manager Belvoir Health Group - Kai Pitman – Digital Inclusion Co-ordinator - Trish Cargill (BEM) – Chair of the PPG at Nottingham University Hospitals - Katie Swinburn - Engagement Officer, PCN - Agenda:- <p>It was requested that Dementia training be included in the agenda – how to deal with issues arising.</p> <p>The way ahead for our communities – common and individual themes -BHG PPG</p> <p>All possible items for the agenda to be discussed at the planning meeting Does anyone require transport?</p> 	<p>Gill to sort this item</p> <p>Sally to sort this item</p>

<p>An invitation will be worked on and forwarded, after the next planning meeting which is scheduled for 28 March, so that numbers are known for attendance and catering requirements. We need to give people enough notice of the event for their diaries.</p> <p>Catering – as minuted previously this will be looked into by Sheila to see if it can be carried out locally.</p>	<p>RSVP's to be forwarded to Helen for collation.</p>
<p>9. Any other business</p> <ul style="list-style-type: none"> • Diabetes Reviews - it was reported that some diabetes reviews had been cancelled, some as many as four times? Why? • Pharmacy – there were still a few issues with the Pharmacy for some patients. 	
<p>9. Date of next meeting</p>	
<p>It was confirmed that the next meeting of the PPG would be held on Tuesday 25 April 2023 from 2.00pm to 4.00pm at the Cotgrave Hub.</p>	<p>If anyone has any items to be included on the agenda please forward to Sally by 18 April.</p>