

BHG PPG Meeting

Minutes of the meeting held on 12 December 2023 – 2.00pm – 4.00pm in the Meeting Room, Cotgrave Hub

<p>Attendees:- Sally Bates - Chair Helen Monday - Minutes Anne Toombs David Adams Sue Knowles Mike Cox Heather Lea Norma Furnell Gill Handcock Denis Quinton Pat Baxter Pauline Silvester Penny Florey Sheila Markham Jane O’Sullivan Sally Lee – Social Prescriber Sandra Besson Jon Hermon – Business Manager, Belvoir Health Group Liz Yeatman – Practice Manager, Belvoir Health Group Helena Pomeroy – Team Leader, Cotgrave Surgery</p> <p>By invitation: - Gwyneth Owen, Social Prescriber and Social Lead</p>	<p>Apologies:-</p>
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1. Welcome and apologies	ACTIONS
<p>Sally opened the meeting, welcoming everyone and round the table introductions were made.</p>	
<p>2. Minutes of the previous meeting</p>	
<p>The minutes of the previous meeting were agreed.</p>	
<p>3. Surgery update – Jon Hermon – Business Manager, Belvoir Health Group</p>	

**Liz Yeatman, Practice Manager, Belvoir Health Group
Helena Pomeroy – Team Leader, Cotgrave Surgery**

- Liz/Jon gave an update for November:-

Calls handled by reception	13,925
Medications Issued	13,357
Consultations	11,527
Patient referrals and letters	1,326
Patients who did not attend appointments	483 = 4.19%

Discussion took place, again, about the number of patients who did not attend their appointments and the amount of time being wasted and the frustration being caused when these appointments could have been given to people waiting to see a GP/nurse.

Proactive action being considered by the surgery to reduce the number of appointments being missed. This needs to be addressed urgently to stop the unnecessary waste of time. There are different ways and means for patients to cancel an appointment if it is not required – on the telephone and on-line.

- Not much staff movement in the past month. A new HCA is starting work, based in Bingham but covering all three sites Recruitment for more HCA's continues. Dr Camm had twins rather earlier than expected – cover has been organised.
- Two new registrars have started here to increase capacity. We are increasing the number of registrars that we have, but need more. Time has to be spent with training the registrars which obviously puts a strain on the surgery. Do we need GP trainers was the question asked. The PPG is willing to assist if required.
- A new Social Prescriber had started work covering Belvoir.
- Discussion took place about Sarah's replacement – Sam Pritchett is covering what Sarah used to do and will continue to be Team Leader in Cropwell.
- A Dispensing Team Leader to be recruited.
- **General Appointment availability** – this was proving quite difficult for a variety of reasons and several things were being done to try and help with this.
 - Addressing the DNA's
 - Recruiting for GP time
 - Increasing the number of registrars

It is proving to be a balancing act to ensure that staff are looked after.

Complaints were being received about the amount of time it was taking to get through to the surgery on the telephone. Please remember that appointments can be made on-line as well as on the telephone. The surgery is working on different ideas at present so that patients can get through on the telephone without all the problems being experienced. Can we move to a better triage system? A system called Accurx might be available from March 2024 - this is an easy to use platform where patients and healthcare professionals can communicate. The

This item to be highlighted in the newsletter to alert patients to the problem.

patient outlines the problem and a GP will review and assess in a quick and safe way.

David explained how an automatic message had been received on the telephone when he rang the surgery, stating that there were no doctors available and there were only emergency appointments. At this time of year a similar message may be put on the answering service quite frequently.

The question of how do you self-define whether the problem is urgent or not was discussed. Patients can ring 111 for help/advice or visit the Walk-in Centre or A&E.

Can we get locums in to cover doctors' absences?– this can prove difficult because of short notice, funding and availability. The cost of locum cover for a morning's work can be approximately £600-£700. There may be more availability of locums now but this could be down to the costs involved when the budget is so tight.

- The five year surgery contract is coming to an end – there is an increase of 10% coming through in the next year, covering utilities, salaries, costs etc. However, the funding increase is only 2.5% which will have a big impact.
- Staff sickness – this causes problems because there is no automatic cover when staff ring in sick – it just adds pressure to the remaining staff.
- Patients need to be aware of the difficulties being encountered at the surgeries. Surgeries need to communicate this to the patients to ease the frustration being encountered by patients waiting to see a GP/nurse.
- The restrictions on covid had been lifted.
- There were still problems being encountered at the Well Pharmacy in Cotgrave and this was being addressed by the Town Council as well.
- It was commented that the dispensary in Cropwell Bishop gave an excellent service.

Sally thanked Jon, Liz and Helena for attending the meeting and presented Christmas 'goodies' and cards for the respective surgeries, from the PPG, thanking them for their help and assistance during these difficult times.

4. Dementia Report – Gwyneth Owen, Social Prescriber and Social Lead

- Gwyneth introduced a presentation and explained that this was a two year project, funded by Rushcliffe and running until July/August 2024, to help patients with dementia, and their carers, live a better life. The project is to help and support where the gaps are, to make things better and to make Rushcliffe PCN a dementia friendly community.
This work is being carried out with GP Practices across the county – all staff have been or will be given the opportunity of training on an annual basis and will

include carers awareness. The carer is of the utmost importance and often forgotten. Their support network is vital. They need to be asked how they are as well because they take a lot of the responsibility.

The Annual Dementia Review appointment was discussed – two appointments are offered covering various relevant subjects – 30-40 minutes per session. Communication is important and the GP does not have the time to offer their dementia patients so the Social Prescriber can assist and address non-clinical issues.

The Dementia Friendly Rushcliffe Directory – details of which can be found on the Rushcliffe.gov.uk site gives an enormous amount of information covering support groups and monthly social activities in the area. This is updated on a weekly basis. Not everything may be relevant but there might be something of interest. A leaflet showing individual resources and their respective detail is attached.

Going forward how is this going to be funded when details of the work done are presented to the Hierarchy?

PPG involvement in the Dementia Project – an update was given by Gill and her involvement in the Rushcliffe Dementia Action Network, which meets every 2-3 weeks.

The PPG need to get involved in the forward planning for the Dementia Programme to increase awareness in the community. Events to be set up in the coming year - A working party to be set up to cover this.

Dementia training will be covered at the PPG meeting scheduled to be held on 13 February.

Sally thanked Gwyneth for attending the meeting.

4. Physio Needs – Norma Furnell

- Norma informed the meeting that Physio Needs in Cotgrave had closed down. This had been used for referrals from the surgery during the past few years and had been useful as it was so accessible. There are Physio Needs branches in various places in the community (detail can be found on-line). Referred patients receive two sessions free of charge.

5. Social Prescriber – Sally Lee

- Sally gave an update – Pippa has joined the team.
- Dr Lewis is a champion of referrers to the Social Prescribing Team, together with Dr Tasker.

<ul style="list-style-type: none"> • There is no waiting list and patients are contacted within five days of referral. They can be seen at home, at the surgery, or via the telephone. • Sally gave an overview of the Friendship Group calendar which shows the events taking place in the community. We need to remember about the outlying areas of the community as well as there is not so much going on out there. • The Winter Wellness Challenge being set up, starting in January. • Data was requested showing figures of patients taking part in activities instead of seeing GP's. <p>Sally thanked Sally for attending the meeting</p>	<p>This detail to be included in the next newsletter</p> <p>Sally to provide the data showing the relevant figures</p>							
<p>6. Bingham PPG</p>								
<ul style="list-style-type: none"> • Sally had met with the Bingham PPG • We will continue to ensure that they are included in communications and are aware of what is taking place. • We will see what happens over the coming months. 								
<p>7. Dates of the 2024 PPG meetings</p>								
<p>Please note the dates of the PPG meetings during 2024 – these will be held from 2.00pm – 4.00pm at the Cotgrave Hub.</p> <table border="1" data-bbox="454 834 1133 1106"> <tr><td>13 February 2024</td></tr> <tr><td>27 March 2024</td></tr> <tr><td>7 May 2024</td></tr> <tr><td>2 July 2024</td></tr> <tr><td>3 September 2024</td></tr> <tr><td>23 October 2024</td></tr> <tr><td>10 December 2024</td></tr> </table>	13 February 2024	27 March 2024	7 May 2024	2 July 2024	3 September 2024	23 October 2024	10 December 2024	
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<p>8. Date of next meeting</p>								
<p>the next meeting of the PPG will be held on</p> <p>13 February 2024 – 2pm – 4pm at the Cotgrave Hub.</p>								