

BHG PPG Meeting
Minutes of the meeting held on 25 April 2023 – 2.00pm – 4.00pm in the Meeting Room, Cotgrave Hub

<p>Attendees:- Sally Bates - Chair Helen Monday - Minutes Gill Handcock Pauline Silvester Anne Toombs Dennis Quinton Sue Knowles David Adams Penny Florey Mike Cox Pat Baxter Helena Pomeroy - Team Leader, Cotgrave Surgery Sally Lee – Social Prescriber</p> <p>By invitation:- Katie Swinburn – Engagement Officer, PCN</p>	<p>Apologies:- Norma Furnell Heather Watnall Liz Yeatman - Practice Manager, Belvoir Health Group Sheila Markham</p>
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ACTIONS

1 and 2 – Welcome – Apologies and Protocol	
<ul style="list-style-type: none"> • Sally welcomed everyone to the meeting. She requested that mobile telephones and be turned off and reminded people regarding the confidentiality/personal issue aspect. • Apologies were noted. 	
3. Minutes of the previous meeting	
<ul style="list-style-type: none"> • The minutes of the previous meeting were agreed 	
4. Surgery update - Helena Pomeroy	
<ul style="list-style-type: none"> • Louise Jones from our Bingham Admin team has successfully moved into a Care Co-ordinator based at Cotgrave. <p>We have 3 new starters currently and will have a further 2 starting in May. This is to replace Rachel who is currently on maternity leave and to replace Esme & Olivia who have sadly left the team.</p>	

- Staff were struggling with the way they were being spoken to/treated with people being rude and demanding and this was a cause for staff leaving their positions.
- Helena gave a detailed update regarding the surgery and explained the protocol for incoming calls and the way they were handled and dealt with. Minor ailments were dealt with by the minor ailment/pharmacy team. Children's ailments went straight through to a doctor for attention. All calls were noted and triaged and the doctor attending that day decided on how the calls would be attended to and patients informed accordingly.
- Routine appointments are being phased in, these fell away during the pandemic period. There are not enough routine appointments at present but this is being worked on.
- The Surgery needs to get back to being a GP Practice rather than an Urgent Care Centre

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

	Appointments	Did not attend
GP's, Advanced Nurse Practitioners	5299	168
Practice Nurses	2188	144
Healthcare	1988	118
Pharmacist	439	20
Physios	255	3

- This totals 70 hours of wasted appointments that could have been offered to other people. Patients need to take note of the time that is being wasted as it could be them requiring the appointment. Please ring and cancel your appointment if it is not required. This helps everyone. The surgery is short of doctors already and this just exacerbates the situation.
- Filing – Helena thanked Helen for clearing the filing room during her visit on Monday – this was much appreciated by the staff.
- The next project was removing patients details from the files that were no longer required. Helena would organise a list of removals and this would be worked on.
- Covid Clinic – this was to be held at the surgery on 13 May from 8am – 1pm and was now fully booked. Members of the PPG would assist as required.
- Rachel from the surgery had had a baby girl, - Aurora Rose, and both mother and daughter were doing well.
- Sally thanked Helena and all the staff at the surgery for the wonderful work they doing in difficult circumstances.

To be noted in the next newsletter and Cotgrave Connections

Sally would organise a rota and advise respective members

<p>5. Update from Sally Lee – Social Prescriber for Cotgrave and Cropwell Bishop</p>	
<ul style="list-style-type: none"> • Sally gave a brief update of her role as Social Prescriber and the services offered. <ul style="list-style-type: none"> - Referrals are received from the respective doctors and patients are sign-posted to the appropriate group that may be able to help them. This includes mental Health/loneliness/general wellbeing (nothing clinical). You cannot self-refer at the present time but the surgery will assist if required. - Sally gave detail of the Rushcliffe Stroke Group Coffee morning that was to be held at The Nottingham Knight, from 10am – 12noon on the last Thursday of every month. Posters to be distributed and to be put on the surgery screens. 	
<p>6. Katie Swinburn – Engagement Officer, PCN</p>	
<ul style="list-style-type: none"> • The Integrated Care Board, which commenced in July 2022, plans and pays for services, which now includes pharmacy, ophthalmology and dentistry. within the Nottingham/Nottinghamshire area and is overlooked by the Care System – Integrated Care Partnership. • Katie explained how she visits areas/places where she can further projects and people skills. • Two phases of the new hospitals programme – Tomorrows NUH Programme- have been completed as to where services should be. • Services were being moved to other areas and proposals for this were to go out for consultation later this year – the consultation would take 12-14 weeks and was a key piece of work. • We, as a PPG, want our views to be heard so need Katie to attend future meetings • A PPG Toolkit was being produced, which would include posters and virtual membership. This was not a complaints table for personal issues. • An IC Partners Assemble was being held in Beeston 15 May and Katie would send Sally the detail for onward transmission to PPG members should they wish to attend. • May was a busy month with Health Week/Diabetes Week/Dementia Week events taking place • Sally thanked Katie for attending the meeting 	<p>Sally to organise future visits from Katie to our PPG meetings</p> <p>Katie to forward detail to Sally as discussed</p>

7. Rushcliffe Dementia Project – Gill Handcock

- The RAPID Group (the group of Chairs of all the PPG's) is liaising with a group "Dementia Action Nottingham and Nottinghamshire Group" – DANN. This is a two year project being run by Dr Jill Langridge (Rushcliffe). Gwyneth Owen is being seconded to this project for two years, being the Public Face for this project.
- This project involves everyone in the community and the ultimate aim is to try and make Rushcliffe a dementia friendly place, to help people cope with dementia and also help the carers involved.
- Nottingham City and the County Council are both involved in this project together with the Rushcliffe CBS/libraries/surgeries/shops and offices. Every organisation possible is to be made aware of the work being carried out and will be asked to be involved.
- Training will be given to recognise people with dementia and how to deal with them. This is a major issue and we need to make the community more supportive. Training needs to be more dementia friendly as well. To try and get this working Partners Health have signed up to dementia training and have two trainers in the Rushcliffe area. We need to get the people at the Rapid Group trained up first and work from there. We train our PPG's and then offer it out. Initial training was carried out last year but this needs updating and everyone from the top needs to be involved. Is there a register for this? So that we know who has completed it? Ann Shearing is the main trainer and Gill will try to get her involved with us on this. Dementia training is approximately 45 minutes and the Carers Training is approximately one hour.
- The main focus is the clinical development aspect/clinical reviews. It is mainly now to do with medications. This is a two-pronged attack and we need to talk to clinicians and carers. What do the carers need? And what do the patients with dementia themselves need?
- This item is to be discussed at the next RAPID Group meeting (held every six weeks)
- **Carers Awareness** - Support is available for carers but this must be advertised more so that people are aware of what is out there for them and that they are not alone. Could the services offered be put in Cotgrave Connections to help others?
- What is the legal position? Power of Attorney – this is of the utmost importance.

**Gill to discuss with Liz regarding the surgery side.
Gill to contact Ann Shearing regarding the PPG training.**

<ul style="list-style-type: none"> • Kai will include the Dementia Week information on the surgery screens -17 May – Dementia Awareness drop in at the West Bridgford Library • This item will be a subject discussed at future meetings and at the Away Day on 22 May. 	<p>Sally to include a legal position item on the June agenda for open discussion</p> <p>Sally to include in future meetings and on the Away Day agenda.</p>
<p>8. Away Day – 22 May 2023</p>	
<ul style="list-style-type: none"> • An update was given and Sally thanked Helen for compiling and sending out the invitations. Responses were coming through – the cut off date was 5 May and a ‘friendly’ reminder would be sent out just before that date to remind people who might be interested. • The next Away Day Planning meeting was scheduled for 2 May at 10.30am 	
<p>9. Rapid Group Priorities/Development</p>	
<ul style="list-style-type: none"> • More diverse membership • Identifying themes across the locality • What do we think is important here – join up the themes with other people/areas • Clearer and more communication required – especially with acronyms • Services offered are shown in the directories which are on the website • The website needs to be promoted to be used 	<p>Sally to request up to date flow chart from Katie regarding structuring of the respective groups. Also a listing of the acronyms.</p>
<p>10. Updated Constitution</p>	
<ul style="list-style-type: none"> • To be discussed at the Away Day • What are future priorities? • Dementia theme of the utmost importance – links in with the bursary received 	
<p>11. Any other business</p>	
<ul style="list-style-type: none"> • There was no other business 	
<p>12. Date of next meeting</p>	
<ul style="list-style-type: none"> • The date of next PPG meeting is 27 June 2023 at the Cotgrave Hub • The Away Day is on 22 May 2023 	