**BHG PPG Meeting**

**Minutes of the meeting held on 27 June 2023 – 2.00pm – 4.00pm in the Meeting Room, Cotgrave Hub**

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| Attendees:- | Apologies:- |
| Sally Bates - Chair  Helen Monday - Minutes  Sheila Markham  Pauline Silvester  Anne Toombs  David Adams  Penny Florey  Sue Knowles  Mike Cox  Irene Herod  Helena Pomeroy - Team Leader, Cotgrave Surgery  Liz Yeatman - Practice Manager, Belvoir Health Group  Sarah Craig – Team Leader, Cropwell Bishop | Sally Lee  Pat Baxter  Heather Lee  Jane O’Sullivan  Gill Handcock  Jenny Kirkwood RCAN |

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| Sally opened the meeting and round the table introductions were made.  Apologies received were noted.  Sally thanked everyone who assisted with the covid vaccination programme. |  |
| 1. **Minutes of the previous meeting** | **ACTIONS** |
| * The minutes of the previous meeting were agreed. |  |
| **2. Jenny Kirkwood RCAN** |  |
| * Unfortunately, Jenny could not attend this meeting and Sally would make arrangements for her to attend the meeting scheduled for 3 August 2023. | **Sally to include on next agenda** |
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| 1. **Update from Cotgrave and Cropwell Surgery – Liz Yeatman/**   **Helena Pomeroy/Sarah Craig** |  |
| * Patient behavioural problems being encountered at the surgery were discussed. The meeting listened to several ‘ugly’ telephone calls that had been received at the surgery emphasising the magnitude of the way receptionists were being spoken to by patients. There were very few words that could describe the shock encountered at the meeting. Please note the confidentiality of these calls is of the utmost importance. The surgery will not tolerate calls of this nature and further action has been or will be taken as necessary. * Dr Britton was stepping down from the Partnership in November. The Partners had requested that she return in a retainer capacity to help out as/when necessary with effect from January 2024. It was requested that the PPG send a card to Dr Britton * As per the previous minutes, several members of staff had moved on or left and new staff were being trained. The staffing level at present was at full complement. * There was a National Contracting requirement to offer online consultations. The first project was admin queries and this was being trialled by the surgery. Patients can send a message to the surgery, via the website or the NHS app  – non-urgent, non-medical, non-clinical and responses would be received within 48 hours. This would save people from waiting on the telephone. This is an added service, the telephone service is still available. There is a link for this service on the NHS App and also on the surgery website. * The PCN Team were offering Practices education on the use of the NHS App. They would be in Cotgrave on 6 July. This was a trial and invites were being sent out to people to attend. * Liz thanked the PPG for their help with the covid vaccination session. * It was hoped there would be flue/covid clinics late September but this dependant on receipt of the respective vaccines. The PPG would assist if required. * Filing – Helena thanked Helen and Jane for their help with the filing. This was as up to date is possible at the present time. * PPG badges – Liz to organise pin and/or magnet badges for the PPG members that required them. * Well Pharmacy Feedback – additional services were being offered by the Well Pharmacy – UTI’s, blood pressure etc. Would this help the surgery? The Pharmacy seemed to be running much smoother at present and it was hoped this would continue. * Problems with prescriptions and obtaining certain drugs was discussed. * The no-show figures from the surgery, for the month of May, are shown on the attached sheet.   Liz, Helena and Sarah left the meeting at 3.20pm | **Sally to check when Dr Britton was leaving and to organise a card to be signed by the PPG at the next meeting.**  **Helen to attend the training on 4 July and**  **Sally/Helen to attend the session on 6 July.**  **Liz to provide badges as required**  **Helen to forward a copy to PPG members with the minutes** |

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| **4. Power of Attorney** |  |
| * This subject was discussed and Sally gave detail of her personal involvement in getting this set up for her family. The fees in this respect can vary from £82 for the property and finance aspect if you set it up personally to £1,000 if you set it up via a solicitor. It can take up to 20 weeks to implement. * Further information can be obtained on the Government website as to how the Power of Attorney can be set up. |  |
| **5. Dementia Awareness** |  |
| * This subject was deferred to the next meeting | **Sally to include on the next agenda** |
| **6. Away Day Feedback** |  |
| * Priorities – what are our priorities and do they align with the surgery? * What has been achieved – what is outstanding? | **Sally to speak to Liz about both of these points.**  **Priorities to be included on the next agenda.** |
| **7. Any other business**   * Community Physio – to be invited to the next meeting on 3 August * King’s Fund Commission – detail available on the Government website. The link for this report is <https://www.kingsfund.org.uk/publications> * Jon Hermon had asked if the PPG were interested in Lucy and Michael from the Notts Local Medical Community attending one of our meetings. | **Sally to invite the Community Physio to the next meeting**  **Sally to invite Lucy and Michael to one of the PPG meetings** |
| **8. Date of next meeting** |  |
| The next meeting would be held on 3 August 2pm – 4pm at the Cotgrave Hub |  |
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