

BHG PPG Meeting

Minutes of the meeting held on 7 May 2024 - 2.00pm – 4.00pm in the Meeting Room, Cotgrave Hub

<p>Attendees:-</p> <p>Sally Bates - Chair Helen Monday - Minutes Anne Toombs David Adams Sue Knowles Mike Cox Norma Furnell Pauline Silvester Gill Handcock Denis Quinton Sheila Markham Liz Yeatman – Practice Manager, Belvoir Health</p> <p>By invitation: - Zara Williams – Clinical Pharmacist Nicola Croft – Carers Champion</p>	<p>Apologies Heather Lea Penny Florey Pat Baxter Jane O’Sullivan Sam Pritchett– Team Leader, Cropwell Bishop Surgery Helena Pomeroy – Team Leader, Cotgrave Surgery</p>
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1. Welcome and apologies	ACTIONS
<p>Sally opened the meeting, welcoming everyone and round the table introductions were made. Sally welcomed Zara Williams to the meeting</p>	
2. Surgery updates – Liz Yeatman – Practice Manager, Belvoir Health	
<p>Liz gave an update on the surgeries as follows:-</p> <ul style="list-style-type: none"> • Dr Alexander retired on 30th April – PPG to organize a leaving card, via the surgery. • Dr Lewis’s last day will be 24th May – a leaving present was passed over to Liz for Dr Lewis, from the PPG and she will ensure its delivery. • Dr Law has joined the BHG team, working Monday and Tuesdays predominately based at Bingham. Very experienced GP who has worked with us previously. • Dr Palace joined us in April, working Tuesday, Thursday, Friday, predominately based at Cotgrave • More positive news on GP recruitment in the next few weeks (yet to be finalised and internally communicated) • A couple of new admin starters at Cropwell • Victoria Flint has been promoted to Dispensary Team Leader, covering Cropwell and Bingham 	<p>Sheila Markham to organise a leaving card from the PPG</p>

- Greta – new phlebotomist has started
- Emily – new Nursing Associate has started (an associate is able to care and assess patients under the supervision of a Nurse)
- Morale is good at the surgeries – a Well Being Day had been held enabling the staff from each surgery to meet with each other.
- Abuse levels, especially on-line, had settled down
- The question of confidentiality at the reception desk was brought up and whether action could be taken to improve privacy when talking to the receptionists. Liz agreed to look into this. Suggestions included making changes to the perspex screens

Response to a query about physio needs and costs at Circle

We use our in house physios as first port of call and then we refer onto MSK for further physio who use providers such as PhysioNeeds. The website states that they get two sessions on the NHS. PhysioNeeds no longer operate out of Cotgrave surgery. If you wanted to see PhysioNeeds / Circle privately, they have their own pricing structure and fees so patients would need to contact them direct.

- Items for consideration:-
 - There is a grass area at the back of the surgery – a picnic table/screening
The surgery was asking if anyone would be interested in volunteering to look after this garden area and keep it clean and tidy.
 - The surgery asked if anyone was interested in delivering medication to housebound patients. This would be on a zero-hours contract. This would include a taxi run on Tuesday mornings across the three sites and on Thursdays delivering to Cropwell. Training will given and initially someone will assist during the deliveries, but would lead to the person carrying out the deliveries on their own. Further information can be obtained from Victoria.

- Figures reported for the month of April 2024:-

Calls handled by Reception	13,393
Consultations	11,670
Medications Issued	14,336
Patient referrals/letters	1,374
No of appointments not attended	358 – 3.06%

Liz to look into the question of confidentiality at the reception and report back at the next meeting

Helena to give an update/further information on this at the next meeting

Liz to given an update and further information on this item at the next meeting

- Liz introduced Nicola Croft, Carers Champion to the meeting

Nicola gave a briefing on her role as Champion which she took on just before Christmas. Nicola circulated a copy of the Rushcliffe Carers Dementia Pack which included

- The Rushcliffe Dementia Directory
- Local Advice Centres
- Rushcliffe Cares Group (Edwalton)
- Carers Hub service leaflet
- Alzheimer's Society Wellbeing Service Leaflet
- Notts CC Care Director
- Forget Me Notts leaflet 2024 dates
- Rushcliffe Health (PCN) website signposts
- All information is available on the website – www.belvoirhealthgroup.co.uk
- It was requested that the Rushcliffe Stroke Survivors Group detail be included in the pack.
- Is anything being done about Carers Week in June?
- Is the detail on the surgery screens?

The Carers Champions from across the three sites meet regularly for updates and workflow detail.

3. Zara Williams – Clinical Pharmacist

Sally welcomed Zara to the meeting.
Zara gave a summary as follows:-

- Must undertake an 18-month training programme with the Centre for Pharmacy Post Graduate Education (CPPE), to up skill on clinic knowledge, eg. Dementia, diabetes, heart disease and digestive disease.
- Clinical Pharmacists are expected to complete a prescribing qualification specialising in a specific subject area. (I am qualified to prescribe in Hypertension)

Pharmacist Appointments:

- Booked via Reception team, usually on request of a GP or patients request regarding medication queries. Eg, to discuss a medication change on a clinic letter from hospital.

Appointment System:

- Routine telephone appointments are conducted in the morning. (Blood Pressure, Cholesterol, Gout, Hypothyroidism, HRT)
- Face to Face appointments are available upon request.

Pharmacy Team Work Flow:

- The Pharmacy Team action all out of stock medication queries, queries regarding medicines side effects, action clinic letters and discharge summaries from the hospital.

Pharmacy Technicians.

- Have an Accredited Accuracy Checking Technician (ACT) Qualification.
- Complete Discharge Summaries, Clinic Letters and Drug Monitoring.

PCN Pharmacy Team.

- All members of the Pharmacy Team are employed by Partners Health and work across GP surgeries within the PCN, working across at least 2 GP surgeries.

Training / CPD:

- Annual training and Continuing Professional Development (CPD) is required from all Pharmacy professionals to ensure all knowledge is current and in line with up to date guidance.
- Specific training, can be accessed e.g., Diabetes training, blood pressure, chronic kidney disease.

Sally thanked Zara for attending the meeting

4. Minutes of the previous meeting

- The minutes of the previous meeting were discussed:-
 - Heather to look into the possibility of the surgery being used as a central point for information being communicated to everyone in some way –
 - Heather had looked into this and contacted Helena at the surgery who advised that is done through Partners Health. The same visuals are displayed on all BHG sites and practices. If we want something displayed we should collate it at Surgery level and then it would be escalated to Partners Health.

This item to be put on the next agenda for further discussion

5. Spring Covid Vaccinations	
<p>Cover for these sessions are as follows:-</p> <p>Cotgrave 14 May 2-6 pm 2-4 pm Sally, Gill, Helen, Sheila 4-6 pm Jane, Dennis, Anne</p> <p>Bingham 21 May 2-6pm 2-4 pm. Martin, Dennis, Sally 4-6 pm Yvonne, Jane, Dennis</p>	
6. Dementia and Carers Event – 16 May – 10am – 2pm	
<ul style="list-style-type: none"> • This event was being held at the Rushcliffe Arena – with approximately thirty stalls covering all topics and issues. • Car share was organised as discussed. 	
7. Next Steps – Dementia Sub-Group – Gill Handcock	
<ul style="list-style-type: none"> • This is the key subject area for 2024 • A sub-group meeting was scheduled to take place on 6 June at 10.30am at Gill’s house. 	
8. Action on Falls – Sue Knowles	
<ul style="list-style-type: none"> • Sue explained about the research and work that has been taking place on falls/slips etc in Care homes. The form used in Care Homes regarding falls needs to be made digital. • More emphasis required on falls in the home – this is vitally important. Preventing falls saves money for the NHS in many ways. A National Study was released in March. • The toolkit is not suitable for everyone and has to cover more areas. More groups are being involved to see what else needs to be included and their input into the toolkit. • When we receive this Report a copy needs to be forwarded to the surgery. • Sue will continue with this study for the remainder of the year. 	A copy of the Report to be produced at the next meeting
9. Any other Business	
<ul style="list-style-type: none"> • ICB Partners Assembly – 22 April – Sally to distribute powerpoints obtained from this event • Sally to attend a meeting with Neil Clarke regarding the lack of signage at Cropwell 	Update on the signage issue at next meeting

10. Date of next meeting	
The next meeting of the PPG is to be held on 2 July 2024 – 2.00pm- 4.00pm at the Cotgrave Hub	