BHG Annual General and PPG Meeting

Minutes of the meeting held on 10 December 2024 - 2.00pm – 4.00pm in the Meeting Room, Cotgrave Hub

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| Attendees:- |  |
| Sally Bates - Chair  Helen Monday - Minutes  David Adams  Mike Cox  Sheila Markham  Pat Baxter  Heather Whatnall  Deborah Brambill  Norma Furnell  Penny Florey  Sue Knowles  Pauline Silvester  Gill Handcock  Dennis Quinton  Sandra Besson  Andrea Younger  Pippa Bremner – Social Prescriber  Liz Yeatman – Practice Manager, Belvoir Health Group  Helena Pomeroy – Team Leader, Cotgrave Surgery  Jon Hermon – Business Manager Belvoir Health Group  Dr Peter Mahon, GP  Anna Kirk and Sarah MacHale  from Village Health Group | Apologies  Jane Wood  Jane O’Sullivan  Anne Toombs  Judy Walker |

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| 1. **Welcome and apologies** | ACTIONS |
| Sally opened the meeting, welcoming everyone and round the table introductions were made. Apologies were noted. |  |
| 1. **Introduction to the new appointment system – Peter, Jon and Helena** |  |
| A powerpoint presentation was shown to the meeting, explaining how the new system will work. This will be effective from 20 January 2025 and is expected to streamline and make more efficient the appointment service, with advantages to both the patient and the surgery:-   * The Belvoir Health Group was shown as being half way down the lowest ratings (54%) in a survey that was carried out in Jan/Feb 2024 mainly due to the appointment system being used. Other services were rated as good. * The new Rapid Health system – Total Triage will be used. All requests, clinical and non-clinical to be submitted on-line.   **Currently the challenges are:-**   * what is currently being offered is not great * admin are on the receiving end of patient frustration * negative press is received on social media sites * with increasing list sizes and no further capacity the surgery must change   how it works – clinical need over want  **How do we solve this – what has been done so far**   * A Project Team has been formed investing time to review problems and work towards the best approach for change * Listened to staff and patient comments and concerns and discussed * Analysed and evaluated access data, staffing levels, telephone reports and appointment information * Researched potential options to move forward with * Liaised with practices locally and nationally * Taken admin/patient feedback from these practices   **BHG Total Triage**  Total triage means that every patient contacting the practice initially provides some information on the reasons for contact and is clinically triaged before making an appointment. It is possible to do this by telephone but using an online consultation tool leverages further efficiency and increases benefits. Total triage reduces avoidable footfall in practice, protects patients and staff and ensures we see the right patients at the right time  **All requests, clinical and non-clinical are submitted on-line.**   * Medical queries – immediate or same day response * Staff to input on behalf of those patients without internet access – they can call the surgery * Family, friends or carers can input on behalf of those patients who cannot submit a request themselves * Appointments for nursing teams will continue to be booked by phone/reception or online request * All medical requests are clinically triaged and the most appropriate type of appointment allocated for patients to self-book with their chosen clinician   **How do you create a request**   * Visit the Belvoir Health Group website – belvoirhealthgroup.co.uk * You do NOT need an online app/account * Friends/Family/Carers/Care Navigation team can create a request on behalf of a patient   **The highlights of this system are:-**   * Reduced patient frustration * Clinical triage – not reception triage – prioritising patients that need to be seen * Right care first time – delivering appropriate care at the initial point of contact * Capacity will improve as patients triaged appropriately with fewer being turned away * No longer will the surgery be full by 8.30am   **Total Triage Improvements**   * Better continuity of care and choice for our patients * Reduced waiting times * Improved access to the practice for patients * Staff retention and wellbeing * Improving the working day of all staff across BHG, both clinical and admin * Making every contact count * Less call volume as all requests managed online * Efficient/streamlined management of workload   All telephone lines directed into the Care Navigation Hub at Cotgrave   * All BHG calls taken by Care Navigators based at Cotgrave – calls no longer site specific * Triage GPs will be based at Cotgrave, working closely with Care Navigators * Care Navigation team available to assist patients who cannot use online services   The administration hub will be based at Bingham and will include the Medical Secretaries and Care Co-ordinators. The admin team will be responsible for:-  Central administration function for BHG allowing us to monitor workload and demand and improve processes and efficiency  All back office admin work is streamlined and centralised  Cropwell Bishop will continue to have reception cover to assist patients arriving for GP, Nurse and HCA appointments  Anna and Sarah from the Village Health Group gave an overview of how the system has been working since its inception in June 2024 and patients are being very positive of how it works, even those who were not quite sure in the first place.  There is no doubt that there will be teething problems but these will be dealt with as/when they arise. Training in the use of the online system is to be given and the PPG will assist patients when the scheme is launched on 20 January. | **Sally to advise regarding a rota for the training** |
| 1. **Minutes of the previous meeting** |  |
| The minutes of the previous meeting were agreed. |  |
| 1. **Priorities for 2025** |  |
| * Dementia Awareness – Gill Handcock   This is just getting off the ground and is to be continued during the coming year. There is a network/market place event taking place in Rushcliffe in the Spring of 2025 and it would good to hold a similar, smaller event here in the village perhaps some time late June, early July.  Further Dementia sub-group meetings to be set up.   * The Take a Seat Initiative for local businesses to provide a seat and a sign in the window to help people, had been discussed with Sally/Gill and Cllr Monday and was on the Parish Council agenda for discussion. Helen Smith and Jill Langridge will be invited to attend a meeting in January so that this subject can be discussed further. * Integrated Neighbourhood Working Group will be coming to a PPG meeting in March – what can they provide, help with? * Annual Patient Reviews – an important question that we need an answer on from the surgery. * Further subjects will be added as the year progresses. |  |
| 1. **Social Prescriber Report from Pippa Bremner** |  |
| Pippa gave an overview of the Friendship events/activities being held in the area.The Welcome Space at Langar and Barnstone Community Hall is being used to bring communities together (for a ten week period from 6 December) on a Friday from 11am till 12.30.  **Rushcliffe Social Prescribing Community Hub –** Join us at the Community Hub to help enhance your Health and Wellness together!  Every Monday 10am - 4pm (drop-in sessions with social prescribers on where to access help and community resources 10-12pm) at **West Bridgford Young People’s Centre, NG2 6AT (next to the library)**. For more information and to book sessions and events please see  <https://www.trybooking.com/uk/eventlist/westbridgfordsocialprescribingcommunityhub>  Your Health Notts events in Rushcliffe and Cotgrave were discussed and further detail can be found on [www.yourhealthnotts.co.uk](http://www.yourhealthnotts.co.uk), or telephone 0115 772 2515  Answers to the questions asked during the meeting are given below:-  Funding for the Hub: The funding for the hub has been generously provided by West Bridgford CIL Funding which if they had one would be linked to their Parish Council, and is specifically for West Bridgford residents. However, they have extended their support to benefit all Rushcliffe residents, which we greatly appreciate. To clarify, this funding is not from Rushcliffe Borough Council. If other areas wish to explore similar projects, we’d be more than happy to support and guide any applications to their respective parish councils.    Postcodes of Attendees: While the hub is based in West Bridgford, it is open to all Rushcliffe residents over the age of 18, particularly those registered with a Rushcliffe GP. I’ve personally worked with attendees from all over Rushcliffe and Pippa can attest to working with residents from both Cotgrave and Cropwell, so it is certainly not restricted to West Bridgford residents, as previously mentioned.    Transport Options: We’ve shared information about public transport, private transport options, and the excellent support offered by the Rushcliffe Voluntary Service. I understand these may not fully meet everyone’s needs, but these are the current options available.    Expanding to Cotgrave: This was addressed this during the meeting and it is reiterated that the hub is a pilot project. The goal is to learn, share, and adapt so we can inspire other communities to develop similar initiatives. The possibility of establishing a hub in Cotgrave, or elsewhere, would depend on local funding and community involvement. I encourage those interested to explore this further through their local parish council, and I’m happy to provide support where I can.    I also want to remind you that I recently attended the RAPID meeting, where I was open to addressing these questions. For any ongoing or additional queries, please direct them first to Paul Midgley, Chair of the RAPID Group, and then to me.    Finally, this project is about fostering collaboration and improving the health and well-being of our communities. I hope we can approach it with a sense of shared inspiration and purpose rather than focusing on division.  Also, regarding the social prescribing display at the Cotgrave practice – I am next there Wednesday 18th December so will try and find some time to tidy it up and making it look more presentable, sorry I can’t do it any sooner.    We wish each and every one of you a fantastic Christmas / holiday time and New Year    Many thanks  Pippa    Pippa Bremner  Social Prescribing Link Worker    Email: [philippa.bremner@nhs.net](mailto:philippa.bremner@nhs.net)  Tel: 07832 611196 |  |
| 1. **Diabetes Input** |  |
| This matter was deferred. |  |
| 1. **Any other business** |  |
| Ann Toombs, a long and loyal member of the PPG has resigned due to ill health. We send her our best wishes and are thinking of her.  The question of a Notice Board that we could use, being put up in the surgery was brought up.  Additional membership of the PPG was discussed and could this perhaps be brought to the fore at future Methodist Church Youth Group meetings, and Young Mums Groups. | **Heather to investigate this with the surgery.**  **.** |
| 1. **Dates of future meetings** |  |
| **PPG meeting dates for 2025 are:-**   |  | | --- | | **11 February – 2pm** | | **25 March – 2pm** | | **16 May (Friday) – 2pm**  **James Naish MP** | | **8 July – 2pm** | | **2 September – 2pm** | | **7 October – 2pm** | | **2 December – 2pm** | |  | |  |