BHG PPG Meeting

Minutes of the meeting held on 2 July 2024 - 2.00pm – 4.00pm in the Meeting Room, Cotgrave Hub

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| Attendees:- |  |
| Sally Bates - Chair  Helen Monday - Minutes  Anne Toombs  David Adams  Sue Knowles  Mike Cox  Pauline Silvester  Gill Handcock  Dennis Quinton  Sheila Markham  Pat Baxter  Heather Lea  Liz Yeatman – Practice Manager, Belvoir Health  Helena Pomeroy – Team Leader, Cotgrave Surgery  Sam Pritchett– Team Leader, Cropwell Bishop Surgery  By invitation: - Alex Castledine – Well Pharmacy  Karen Alexander – Well Pharmacy | Apologies  Penny Florey  Jane O’Sullivan  Norma Furnell  Jane Wood  Pauline Silvester |

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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. **Surgery updates – Liz Yeatman – Helena Pomeroy, Sam Pritchett** |  |
| Liz gave an update:-   * Dr Palace who recently joined us will shortly be starting maternity leave * Dr Jame Bell joined on 2 July – will be mainly at Bingham surgery * Not many changes on the non-clerical side * A new telephone system is being installed, across the three surgeries, and will be operational from Monday 8 July. A new facility on this system is the ‘call-back’ whereby patients will be able to receive a call back from the surgery. The system will also send a text indicating where in the queue the patient is. More data will be available, behind the scenes, from this new system which is a positive for the surgery. Not many changes from the patients point of view. Patients are requested to bear with the surgery whilst the system gets going and any initial problems that may be encountered are ironed out.? * An on-line triage service has been introduced at Keyworth surgery – this is something that the surgeries may be interested in and are watching to see how it progresses. * If anyone is interested in doing the taxi-run and delivering medicines etc, as discussed at the last meeting they should contact Liz. A full clean driving licence is required. It will be a zero hours contract – DBS check to be carried out. The successful candidates will shadow Andrew initially -the use of a VW Transporter van will be provided.   Surgery figures as below:-   |  |  | | --- | --- | | **May** | | | Calls taken | 14253 | | Consultations | 12512 | | Letters/referrals | 1263 | | Medications | 12477 | | Did not attend | 496 – 3.96% |  |  |  | | --- | --- | | **June** | | |  |  | | Calls taken | 11952 | | Consultations | 10689 | | Letters/referrals | 1340 | | Medications | 12667 | | Did not attend | 393 -3.67% |  * Helena gave an update on the garden area behind the surgery, which was discussed at the last meeting. This has been worked on and the area is looking much tidier with a screen having been erected for privacy. A gardener will be looking after the area but assistance from anyone interested would be much appreciated. Donations of plants/trees etc to enhance the area was discussed. Many thanks to David for his work on the garden.   Helena requested help, where possible, with the surgery filing.   * Sam reported that everything was running smoothly at Cropwell. | **Should there be a notice in each surgery informing patients of the new telephone system**  **Liz to confirm if there is an age restriction for this job to be carried out.** |
| 1. **Well Chemist update – Alex Castledine and Karen Alexander** |  |
| * Karen advised that there were still problems with obtaining some medications * Where possible texts are sent to patients advising them of any problems * The Pharmacy cannot always give out alternative medications unless authorised by the doctor and this can cause a delay. They try to source the medication through other branches but this is not always possible. * Jay at the Pharmacy had left for pastures new. A replacement is being sought and locums are being used in the interim. Patients’ please bear with the Pharmacy whilst they try to fill the position. * Karen reported that flu bookings were being taken at the Pharmacy starting in September/October through to March. * Alex reported that there would be a Travel Clinic coming soon to the Pharmacy which would assist with any guidance/vaccinations/malaria information required.   The meeting stated that generally the service at the Pharmacy had improved and things were running quite smoothly.  Thanks was given to the Cropwell dispensary for their efficient service.  Sally thanked Alex and Karen for attending the meeting |  |
| 1. **Social Prescribers update – Pippa Bremner** |  |
| * Pippa gave a resume of events taking place throughout the community. * All the information given is available via the links as given below:-   All the info should be on the PCN website [Rushcliffe Social Prescribing | RushcliffeHealth](https://www.rushcliffehealth.org/rushcliffe-social-prescribing) and Facebook [Rushcliffe Social Prescribing | Nottingham | Facebook](https://www.facebook.com/RushcliffeSP)  For more information on social prescribing please visit the Rushcliffe PCN website: [Rushcliffe Social Prescribing | RushcliffeHealth](https://www.rushcliffehealth.org/rushcliffe-social-prescribing)  Friendship Calendars: <https://www.rushcliffehealth.org/friendship-calendars>  Directories for Health and Social Care conditions: <https://www.rushcliffehealth.org/directories>  The Big Greenbook for nature based activities and green spaces in Rushcliffe: <https://www.rushcliffehealth.org/green-book>  Facebook: [Rushcliffe Social Prescribing | Nottingham | Facebook](https://www.facebook.com/profile.php?id=100063777874126)   * The answer to the question asked regarding funding is as follows:-   “We previously received funding from the covid recovery fund which has been  extremely efficiently managed to make it go as far as possible as well as  funding from elsewhere but unfortunately it will only last us till the end of the  year. However, multiple other funding streams are currently being applied for  but if anyone is aware of any potential funding / sources we could tap into, we  would be extremely appreciative of any information we can follow up” |  |
| 1. **Minutes of the previous meeting** |  |
| * The minutes of the previous meeting were agreed. The only outstanding action was the Cropwell Surgery signage. Sally was meeting with Neil Clarke next week to discuss this matter further. | **Update on this item to be on the agenda of the next meeting** |
| 1. **Dementia Sub-Group feedback – Gill Handcock** |  |
| Gill gave an update on this situation:-   * A meeting scheduled with the U3A on 23 September – details to be forwarded to other sources – invites to Councillors /speaker required * How to support the people concerned – all this is being planned at present. To be confirmed. * What can we do within the community? can we get others to be involved – we need the ‘movers and shakers’ to take an interest to further this in some way. In Keyworth the Parish Council is taking an active role. * We need to look at the Culture/climate with the area * Let’s see how this progresses over the next few months * The next sub-group meeting is on Wednesday 10 July at 2pm at Gills house. |  |
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| 1. **Medicine Issues – David Adams** |  |
| * David gave an update on this and unfortunately the news was not very encouraging. There were still shortages and problems with medicines as discussed over the last few meetings. It is mainly a question of direction and supply. This subject to be continued in the future. |  |
| 1. **Action on Falls – Sue Knowles** |  |
| * Sue gave an update on the Report that was published by the University of Nottingham – Action Falls, which concentrates mainly on Care Homes. Reports on falls in Care Homes has to go digital to make it easier to collate the information required and keep accurate records. Attention is also required on falls in/around the home which is of vital importance. * A copy of this report to be left with the surgery. |  |
| 1. **Rapid Group Feedback** |  |
| * Feedback from the Rapid Group Meeting:- * Future of Health in Rushcliffe event, 27th June, Cotgrave Club * 101 attendees enjoyed 4 hours of discussion and debate. Patient attendees came from all but 2 Rushcliffe practices (E Bridgford and Orchard), with Village, Belvoir, St Georges and Castle particularly well represented. * Guv Sahota, Helen Smith, Nicola Zurawliw, Morgan Sharpe and Carolyn Perry kicked off with excellent talks on various aspects of local innovation. * A lively Q&A followed, including Derek Hayden on the panel alongside the speakers, with many questions overspilling into the break. * Attendees then spent an hour perusing 26 supplier stalls representing local health, care and voluntary organisations. Stallholders reported great conversations and engagement. * Finally, 69 attendees got involved in well-facilitated table discussions around 4 themes: dementia, access, equity and self care/resilience, and fed back to the full group. Full write ups across these 4 topics, as well as an event report and action plan, will follow. As will output from the RBC media team who interviewed a number of people at the event. * Anecdotal feedback has been excellent and the atmosphere over the whole afternoon was positive whilst acknowledging the current challenges. * Key messages around the critical nature of collaboration, coordination of wider NHS, LA, statutory sector, voluntary sector, and the local community, came across as well as the need for excellent (and better) communication and awareness/education of the local system, so "making every contact count" can become a reality. * Attendees said we should do something like this annually. 7 patient attendees have requested to join their local Patient Participation Group as a result of attending the event. * Special thanks to Sofi Melvin for all her assistance in supporting Paul to pull the event together, and RBC, the ICB S Notts team and Comms and Engagement team, for their help too. A truly integrated effort.... |  |
| 1. **Date of next meeting** |  |
| **The next meeting of the PPG is to be held on 3 September 2024 – 2.00pm- 4.00pm at the Cotgrave Hub** |  |
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