

## **Bingham PPG Minutes – Tuesday 4 June 2024 3.30pm**

**Present:** Liz (Practice Manager), Laura (Social Prescriber), Yvonne, Janet, Andrea, Almena Richardson (new attendee interested in joining PPG)

**Apologies:** Martin, Judith, Helen, Chandra, Denise (Practice Team Leader)

### **Surgery Update**

Liz reported that Dr Alexander and Dr Lewis have both left the Practice but Drs Law, Schofield and Beer have started. They will all work across the whole group but will be mainly based in Bingham. Dr Palace started in May but will start maternity leave in August. A new Team Leader has been appointed for the dispensing team and the Care Co-ordinators team has been increased. There was some discussion about this team, which is funded by the Primary Care Network but the surgery can choose how to use them. Bingham surgery is looking to train them to help with incoming correspondence. They have also been helping with the group consultations which the surgery have been running on particular clinical areas such as menopause, asthma etc, which have been getting very good feedback. A new phlebotomist and nursing assistant have also been recruited.

Liz advised that the surgery is looking at ways to improve the booking system for patients to make it easier to get through to make an appointment. This is ongoing and Liz will report back in due course.

Thanks were expressed to the volunteers from the PPG who helped at the Covid clinics recently. The take-up at these clinics was lower than expected but some people may have got their jabs done elsewhere.

The total number of calls in May for the whole group was 14,253, of which 90% were answered, which is a consistent figure. Full figures will be put on the surgery Facebook page.

Nurse DNAs can be a problem, particularly if appointments are cancelled at short notice.

Liz pointed out that the proposed date for the September PPG clashed with the Cotgrave PPG meeting and it was suggested we move the Bingham date to 10 September.

### **Future Buttercross entries**

It was agreed that we should re-run the recruitment article which appeared in the last edition. Liz mentioned that the surgery currently uses a 'taxi service' run on a zero hours contract, where the driver ferries items between the surgeries and also delivers medications to house-bound patients. This is a paid position but applicants would be required to fulfil various criteria. This may be something to put in a future Buttercross but is not yet finalised.

## **Social Prescribing Update**

Laura reported that one member of staff is leaving and an advert is currently out for a replacement. The service has been focussed on getting people back out into the community and is running various events such as friendship calendars, open water swimming etc. They support lots of carers and there are plans to open a hub in West Bridgford for social activities. This may be in the Young People's Centre next to the library on Central Avenue.

## **Minute Takers**

Janet will take the minutes at the September and March 2025 meetings, Andrea will take them in December.

## **Monitoring of new PPG email inbox**

It was agreed that this should be done on a monthly rota and that whoever monitors the inbox should also contact the potential member. There is an agreed outline script which will be emailed to the group.

## **Patient feedback on reception services**

There have been some negative comments on the Bingham Blue Facebook page about one particular receptionist. Liz advised that the surgery are aware and this has been addressed.

## **Any other business**

Nothing further was raised.

## **Date and time of next meeting**

Tuesday 10 September 3.30pm.