



- The values that the NUH is working towards are:-

**Kind** – They are compassionate and caring to everyone

**Inclusive** – Everyone is welcome

**Ambitious** – They continually improve

**One Team** – They achieve more when they do it together

There is a lot of work to be done to achieve these values and improvements are required.

- The work is being carried out through individual participation – involving the patient with care and support as well as the medical side. Various projects are taking place where patients are required to be involved.
- Job participation – there are 900 volunteers involved. Volunteers have to go through an interview and DBS check (if appropriate) process during recruitment. Volunteer work covers a vast number of areas/subjects and if anyone is interested further information can be obtained on the NUH website – [www.nuh.nhs.uk](http://www.nuh.nhs.uk)
- One of the major projects being looked at is obtaining better sleep. Patients in hospital are being asked various questions to further this subject..
- Patients are involved in the setting up of the Community Diagnostic Centre at Broad Marsh which is scheduled to be opened in 2025.
- Patients have to be involved in every project so that it is diverse and done properly.
- There are approximately thirty involvement events held every month that require individual participation, public participation and insider feedback which is of the utmost importance. Your views count
- National surveys are also carried out to obtain information
- Feedback regarding complaints is vital and this is reviewed monthly and analysed as/where necessary so that improvements can be made as required
- Patient stories – good and not so good are welcome and discussed at the Board meetings held bi-monthly. Responses seem to be low from out-patients.
- Friends and Family test – what is the experience you have just had – rate it and add comments – good and bad. Things cannot improve unless people are aware of the failings. This is used as evidence when furthering matters. One of the major failings at present is the ambulance/paramedic situation which is taking up valuable time whilst waiting for bedspace/attention and something that requires addressing in the fastest most efficient way possible to release the ambulances and paramedics to carry out their duties as quickly as possible without having to wait around the hospital for hours.
- About Me document – Carers, Special Needs etc – it tells the professionals what is important to you. It helps them to know and understand what is going on and the problems being encountered. It is from the evidence gathered in

this document that guidelines for Dementia patients was changed for the better.

- Trish is the Chair of the NUH PPG – 11 patient representatives from all walks of life – attached to PPI policy, 15 step challenge, quality visits, again involving patients at all levels from the bottom up to the Reconfiguration Board.
- Trish has regular meetings with Anthony May, Hospital Chief Executive and Tracey Pilcher – Chief Nurse so that they are aware of what is going on and what problems are being encountered.
- In all wards and departments the paramount subject is COMMUNICATION. It is of the utmost importance at all times, at all levels.
- One of the major subjects at the hospital is Maternity which has been investigated and reported on  
Discharge of patients – this is taking far too long and the waiting time is unacceptable – work requires to be done on this.
- More patient participation required so that feedback can be used.
- Meetings are held on the third Tuesday of each month from 10am till 12 for patient involvement. The Performance Report and patient stories are discussed. We have to go out to the Communities for feedback which can then be taken back to the organisation and built on.
- Volunteers are always required so if anyone is interested this can be accessed via the NUH website – [www.nuh.nhs.uk](http://www.nuh.nhs.uk) or you can contact Trish Cargill – [trish.cargill@nhs.net](mailto:trish.cargill@nhs.net)
- The Annual Public meeting – Find out more about your local hospitals will be held on 18 September at the Crowne Plaza Hotel from 10am to 12 and will include an update on the Independent Review of Maternity Services. The Community Exhibition following this will be held at the Central Library from 1.30pm. and will include a number of information stands.

Sally thanked Katie and Trish for attending the meeting.

### 3. Minutes of the previous meeting

- The minutes of the previous meeting were agreed.
- Sally was still waiting for a meeting to be confirmed with Neil Clarke to discuss the signage at Cropwell Bishop Surgery.

### 4. Dementia Sub-Group – Gill Handcock

- It was confirmed that the Dementia Awareness meeting is scheduled to be held on Monday 23 September at the Methodist Church in Cotgrave from 2pm-4pm. The room will be available from 1pm for set up and till 5pm for clearing up – volunteers required please to assist – contact Gill for further information

<ul style="list-style-type: none"> <li>- The running order of the afternoon at present is:- <ul style="list-style-type: none"> <li>- Gwyneth Owen will be the main speaker</li> <li>- Case Study – Gill Handcock</li> <li>- Memory Café, Cotgrave – Geraldine Thompson – Geraldine to give more detail about the Memory Café in Cotgrave which meets on the last Thursday of every month in the All Saints Church – 2pm-4pm.</li> </ul> </li> <li>- Posters are being distributed to various places to highlight this event. The Town Council has kindly put it on the Facebook page on a weekly basis.</li> <li>- Invites have been extended to local businesses who might be able to send a member of staff to attend</li> <li>- The event is being paid for by the bursary monies received.</li> <li>- There could be the possibility of a ‘market place’ event to follow in the future with individual stalls carrying respective information</li> <li>- There was talk of more work being done to cover the Carers aspect</li> </ul>	<p>Gill to send Liz details of the 23 September event to see if the Carers Champion can attend.</p>
<p><b>5. Medicine Issues – David Adams</b></p>	
<p>David gave an update following himself and Sally meeting our local MP James Naish. James recognised that there are problems regarding certain drugs and this matter is of great importance but there are restraints. James indicated that he might, at some time in the future, attend a PPG meeting to discuss this further.</p> <p>In our evidence list of links, Sally and David compiled a list of salient and important articles that clearly substantiate the National and International problem with securing supplies of many medicinal treatments and drugs for a wide range of conditions but also some local or "individual" problems caused by cost constraints governed by NHS NICE, MHRA, and our Notts ICB.</p> <p>David explained that certain drugs are being utilised for various medical issues and this is causing pressure and problems in obtaining supplies. We are reliant on Companies providing the drugs to us but they are hesitant in setting up in England due to the restrictions being put forward.</p> <p>David asked the meeting for their views on what steps and actions they think should be taken going forward. If anyone has or is experiencing problems in this area or any public evidence please feel free to contact David with the information so that this can be updated and kept for future reference. Also please contact your local MP with evidence and information so that they aware of the present situation. We need to put pressure on them to further things from their end.</p> <p>This situation changes on a daily basis and will continue to be discussed at future PPG meetings.</p>	

**Medication issues supportive evidence**

House of Commons Select committee report into Pharmacy May 24- Health and Social Care Committee

<https://acrobat.adobe.com/id/urn:aaid:sc:EU:7c3d2fb0-379c-4156-971a-3a325b28ff19>

Views of pharmaceutical companies re barriers to UK development

<https://www.bbc.co.uk/news/articles/c4ngg10grgzo>

New Statesman Article July 24

A prescription for success: improving the UK's access to new medicines -

<https://www.newstatesman.com/spotlight/healthcare/innovation/2024/07/improving-uk-medicines-access-healthcare-pharmaceuticals-sanofi>

Guardian article re big pharma June 24

[https://www.theguardian.com/business/article/2024/jun/09/blame-big-pharma-not-the-nhs-for-drug-prices?CMP=share\\_btn\\_url](https://www.theguardian.com/business/article/2024/jun/09/blame-big-pharma-not-the-nhs-for-drug-prices?CMP=share_btn_url)

Nuffield Trust Drug shortage April 24

<http://disq.us/t/4o1z27j>

Sky news item May 24

<https://news.sky.com/story/patients-forced-into-pharmacy-bingo-as-survey-says-medicine-shortages-beyond-critical-13131818>

Govt plans to support UK drug production through private partnerships Guardian article Aug 24

<https://www.theguardian.com/business/nils-pratley-on-finance/article/2024/aug/14/rachel-reeves-nail-down-uk-astrazeneca-deal-collapse-embarrassing>

A copy of the briefing to James Naish is attached.

**6. Surgery update – Liz Yeatman/Helena Pomeroy**

Liz gave an update as follows:-

**New phone system**

A new telephone system was installed on 8 July. There had been a few problems but these were being dealt with. The staff were still getting used to using the new headsets. Overall there was better functionality and reporting data. Between 8<sup>th</sup>

July – 31<sup>st</sup> July 91.5% of calls were answered.

The call back service for patients has been well received and in August 517 call back requests were completed.

### Online requests

Using a different system (SystemConnect) which aligns and integrates better with the existing clinical system.

Enhancements with the online requests -more detailed options for patients to send requests at night /early in the morning so no waiting for telephone lines to open up. Patients can send medical and admin requests. Not all will be appropriate to deal with online. The requests are assessed and forwarded to an appropriate person for a suitable response – this may be a questionnaire asking for further information.

### Starters/leavers

Mandy – Nursing Manager has left. Recruiting for a replacement

Dr James Bell at Bingham started in August.

Dr Nicole Beer leaving for maternity leave mid September

New GP starting 16<sup>th</sup> Sep - Fariba Moezmahdavi

New Practice Nurse – Jade Berwick started mid August.

Claire Laing – qualified as a Nursing Associate in July (bridges the gap between HCA and PN's. Can do Nurse lead work with an overview from PN's. Not a prescriber)

#### - RSV plans (respiratory syncytial virus) aged 75-79-one off vaccine.

Appointments are being offered in bulk invite and then there will be a catch up in routine appts. There is limited capacity for these as they need to be done within normal working hours so patients may have to wait a little while.

#### - Flu/Covid clinics

Plans for these clinics still being finalised but anticipated to be during the second/third week of October. The PPG will be available to assist with these clinics if required.

### July stats

Calls handled	9,433
Consultations	11,886
Referrals	1,582
Medications Issued	11,969
Missed appointments	438 – 3.69%

Liz to send final details to Sally when known.

In August the calls handled were 11,500 – further stats will be printed when available.	
<b>7. Date of next meeting</b>	
<b>The next meeting of the PPG which is also the AGM will be held on 23 October 2024 – 2.00pm- 4.00pm at the Cotgrave Hub</b>	