

## Notes taken at PPG AGM, 19<sup>th</sup> January 2022

### PPG members present:

Julie Sutherland (chair), Leonie Fox (vice-chair), Jeanette Orrey, Helen Adcott, Andrew Whincup (practice manager)

**Apologies:** Paul

### Introduction to meeting from Chair:

1. Welcomed everybody.
2. The event had been advertised in the village magazine, on the PPG facebook page and shared on the village community facebook page which is very popular.
3. Care in the community can be successful,
4. The hub is the medical centre.

### Practice Manager report:

- **Update on what is happening in the practice:**
  1. There are additional roles in the practice to include 1<sup>st</sup> contact physiotherapist, social prescribers, a clinical pharmacist, a physician associate and (not all the time as shared amongst other practices Rushcliffe wide) a mental health worker.
  2. Demand on the practice is huge at this current time
  3. Fortunately the practice supports GP registrars who are overseen and trained/mentored by Dr Stewart. They provide significant benefit to the practice and patients.
  4. i) The dispensary has struggled under the weight of dispensing 12 to 12,500 items per month. There is a national shortage of trained dispensers so very difficult to fill job vacancies and retain staff. Therefore the practice is undertaking the training of its own dispensers and the trainees are at various stages in their course.
    - ii) Andrew has also looked at ways to reduce foot fall
    - iii) Expert Advice has been commissioned to review and facilitate setting up a new, larger dispensary with more efficient dispensing processes, systems and storage. This will involve approx. 1 week's disruption, involving moving the dispensary into the conference room while the building alterations take place to ensure service to patients is uninterrupted. The work will start on a Friday in March to maximise the weekend. Andrew shared a power point showing the set up of the new dispensary.

*A question was raised by one attendee wondering whether more than more hatch would be beneficial to preclude protracted delay for others when a patient has a problem with their prescription? Andrew advised he will revisit this with the consultants at the next site visit.*

5. Availability of drugs: the surgery has no control over this. Drug companies have staffing issues. They have 'shortage protocols' (when certain drugs will

be in short supply) for notifying surgeries to facilitate doctors prescriptions. East Bridgford surgery has a very good relationship with wholesalers. *An attendee asked how drugs are ordered and Andrew explained a certain amount of drugs are kept in stock – what they call ‘fast movers’.*

6. An attendee raised the point that the screen which allows patients to self check in doesn't work. Andrew replied they are awaiting a new upgraded screen. There is a waiting list for computers and printers due to lack of parts.
7. *An attendee asked if the surgery helps people who can't drive and need to go to hospital (not as an emergency in an ambulance)? Andrew informed the meeting that they refer the patients to East Bridgford Care Group. It is not within their remit to arrange hospital transport. The chair pointed out that when hospital's send confirmation of appointment they included details of how to access the hospital transport system, which is health related not income related. Of course, there is a big demand on the hospital transport system.*

**Jessica, a member of the social prescribing team:**

1. Social prescribing has been in use for a couple of years,
2. Rushcliffe team currently has 11 prescribers
3. Referrals for the service are made by GPs
4. East Bridgford medical centre is a high referring practice.
5. The team covers wide number of issues including low-level mental health, weight loss, stopping smoking,
6. The prescribers can undertake home visits, see patients in the practice and go out into the community.
7. Demand is high and there are waiting lists.

*An attendee commented that Rushcliffe Voluntary Service (RVS) is struggling to have enough volunteers.*

*A question from the chair of the care group (CG) was raised: If a CG volunteer is aware that somebody is falling, what should the care group do? Jessica advised they should encourage the person to phone the practice and ask for a referral to the community therapy team. The faller will need a strength and balance assessment.*

8. Jessica advised there is a hub that will triage calls to include on either the urgent waiting list or the routine waiting list (currently 14 weeks)
9. There is an officer working for the Nottinghamshire County council (NCC) – Barbara Gaffney – not NHS led and covers East Bridgford and Radcliffe on Trent.

**The Chair of the PPG report:**

1. Julie reported that the PPG promoted the flu and covid vaccine and supported the clinics on the days in question, one task was to ask patients for their comments on the practice to feed back. Comments were largely very positive.

2. A new facebook page has been set up in recent months and has had over 7000 hits so we can deduce that it is proving useful. Julie has noticed that posts are also being shared to a wider audience.
3. AGM was advertised in the village magazine
4. We have taken part in the Consult for NUH Hospitals and `buildings – ‘Tomorrow NUH’, but there have been no updates recently. Julie led a Rushcliffe Transformation event.
5. As chair, Julie has attended the Rapid group which consists of the chairs of the Rushcliffe PPG’s every 6 weeks.
6. The PPG updates the content of the waiting room TV screens
7. The PPG distributes patient questionnaires when required
8. The PPG keeps the notice board in the main entrance up to date
9. There are regular meetings approx. every 6 weeks

*An attendee remarked that the flu clinics needed to be highlighted in the village magazine. Andrew did say there was a very high take up of both vaccines at the clinics, but at the debrief it was agreed the clinics would be advertised better and sooner.*

*A care group representative advised volunteers will promote both the flu clinics and shingles injections with the people they have contact with.*

### **Membership of the PPG:**

3 members are not seeking re-election:

Paul

Leonie

Julie

Jeanette agreed to become chair, was proposed by Leonie and seconded by Julie.