

**EAST BRIDGFORD MEDICAL CENTRE**  
**PATIENT PARTICIPATION GROUP**

**Minutes of meeting 20<sup>th</sup> October 2022**

**Present:** - Julie Sutherland (Chair and minute taker) Krys Szpakowska, Helen Adcott, Paul Jeffery, Gillian Stevens, Jeanette Orrey, Leonie Fox (Vice Chair), Andrew Whincup (Practice Manager)

**Visitors:** - Shirley Wragg, Julie Man, Angie Adams

**Apologies:** - There were no apologies

**Welcome and Introductions:** - Julie welcomed the visitors to the group. They are welcome to join the PPG, if after the meeting they felt that it was something that they would like to be a member of. **Action – Please can you let Julie know if you no longer wish to receive invitations to future meetings**

**Flu Clinics:** - Krys and Julie fed back how the first flu clinic went. They felt that it had been well organised and ran smoothly. Patients were asked if their personal details had changed and we did get a number of new e-mails and telephone numbers. We also asked for positive or negative feedback regarding the practice. There were lots of positive comments and the majority of patients were very happy. Some patients voiced concerns regarding various issues with the pharmacy and a few concerns around call times and accessing appointments. **Action – Andrew to feedback concerns to the practice and share the positive comments**

**Constitution:** - Angie asked why the constitution was not on the website or available for patients. She also raised concerns about when we had had AGM's and where meeting minutes were. She fed back that patients were not aware what the PPG were and how to access them. Paul has kindly been looking at other constitutions from other PPG groups and Julie found the old constitution from 2016. We decided that a meeting to look at these would be beneficial and then it could be adopted at the AGM in January **Action – Meeting 3<sup>rd</sup> November 5pm to look at the constitution, Andrew to put the last 2 meetings minutes on the website**

**Facebook:** - Paul has set up a Facebook page for the PPG (East Bridgford Patient Participation Group) Julie spoke about the content that had already been put on the page and Gillian voiced concerns that there was a danger of having too much **Action – Julie to keep the Facebook page up to date with relevant local health information. Members to promote the page as much as possible. Andrew to put a link to the Facebook page on the website**

**AGM:** - The date of the AGM has been set for 19<sup>th</sup> January. Angie asked how it was going to be advertised and voiced concern about outlying villages and older people who don't have access to the internet. We discussed putting an advert in the village magazine for the magazine that is distributed more widely in December. Julie M thought that it would be good to link in with the school newsletter to let parents/carers know and Angie felt that the

Care Group could also play a part in distributing flyers to the people they support. We talked about putting posters on notice boards or prominent places in villages. We also talked about links with Home Instead and Parish Councils. Julie asked Andrew if some of the new services at the practice could come to talk and Jeanette had the good idea to ask Andrew to talk about all the services available at the medical centre **Action – Andrew to let Julie know asap who would be available to talk so that she can do the flyer for the AGM asap**

**Chair update:** - Julie gave a report

- We were successful in putting an advert in the village magazine and will continue to do this more regularly to let patients know what is happening at the medical centre
- There have been recent critical incidents at Nottinghamshire hospitals due to the demand for services and difficulty discharging patients due to care needs. Some operations have been cancelled
- The Integrated Care System is putting an emphasis on supporting the cost-of-living crisis by signposting to support schemes, benefits and financial advice and making every contact count by enquiring about food and heating. They are working with voluntary and community services to support food banks, travel schemes and heating support. There is also a holistic approach to health and wellbeing through Social Prescribing
- There is a new citizens panel where you can have your say on a wide range of health and care topics – e-mail [nnicb-nn.citizenspanel@nhs.net](mailto:nnicb-nn.citizenspanel@nhs.net) if you are interested
- Look out for discussions around virtual wards where technology is used to monitor patients. Andrew added that this is being used successfully in care homes
- Autumn Boosters are available
- We have new Mental Health Practitioners in the medical centre. They are trying to bridge the gap between primary and secondary care. It is for people who are 17+ and not accessing any other mh service. They do not deal with dementia services. They can make onward referrals, advice and coping strategies and support people who have had their referral rejected from CMHT

**Practice update:** - Andrew gave an update

- The practice has seen a rise in the number of prescriptions and now dispenses over 12,500 items a month
- Ben has left and Matt is the new Physicians Associate. He starts full time in November
- The volume and demand for services in the practice has recently been high across the board which has put a strain on the practice – Receptionists are taking up to 100 calls just in the first hour of a day. There have been 1300 appointments a week from a normal amount of 800
- Andrew thanked Angie for the much-appreciated work that the Care Group do

**AOB:** -

- Paul and Julie to support the flu clinic on 5<sup>th</sup> November
- There is a new practice website – **Action – Andrew to add details of the PPG**
- Angie is keen to make a link between the PPG and the local Care Group

**Next Meeting**

Thursday 3<sup>rd</sup> November 5-7pm