**Ruddington Medical Centre**

**Patient Participation Group (PPG)**

**Notes of Meeting Held on Tuesday 10 September 2024**

**Present:** Gavin Walker (Chair) GW

Annie Scally (Vice Chair) AS

David Hardwick (Secretary) DH

Rita Kirk (Group Member) RK

Shirley Higgins (Group Member) SH

Heather Coombs (Group Member) HC

Carly Stewart (Practice Manager) CS

1. **Welcome & Introductions**

GW welcomed everyone to the meeting, Including Kathy Stafford and

Bradley Mee-Dash from the Clinical Research Project.

1. **Apologies**

Susan Sellors and Marion Pell

**3 Clinical Research Project**

The project is responsible for looking for, and overseeing, research opportunities within GP practices, dental practices, etc.

Any practice involved in the project is required to undertake a minimum of three studies which are funded from the Health and Social Care budget or pharmaceutical companies.

The trials start by identifying patients with certain conditions who are willing to try new treatments or approaches to their conditions and the monitoring them over a period to determine outcomes. Some trials split patients into two groups, those actively participating with a new drug, for example, and those on a placebo. Patients’ details are anonymised so the researchers have no personal details of those involved.

A recent study involved asthma patients being given steroids. 16 Patients participated from our surgery, being part of a national survey involving 1700 patients over 19 sites. In 2023/24 2000 patients were recruited in Nottingham involving 16 studies over 28 practices.

A further study is taking place involving newly diagnosed T2 diabetes patients regarding their diet.

Material advertising the practice’s involvement with these studies will be provided for the waiting rooms.

1. **Correspondence**

The only correspondence was a request for payment for the annual membership of the National PPG. This is funded by the practice.

1. **Notes of last meeting 23 July 2024**

Agreed by RK and seconded by AS.

1. **Matters arising**

**PPG Involvement with Health Issues**

DH suggested material relating to organ donation which he had found. This was agreed as the topic to be displayed in the waiting rooms next. DH to supply to CS

**ACTION DH**

**Obtaining Appointments**

This is covered in the Practice Report

**Pharmacy Issues**

AS has spoken to Mark at the pharmacy and he’s agreed to attend one of our meetings to talk about his work and the problems faced in today’s pharmacy world.

AS will liaise with Mark to come up with a mutually agreed date and time.

It was suggested that we had pre-prepared questions. When AS has obtained a firm commitment DH to canvass for questions.

**ACTION AS/DH**

**Eczema research**

SS remarked that Nottingham University is carrying out research into eczema and the team is looking for 300 volunteers to participate. Currently there are only 100. SS will provide a contact name, etc. should members be able to promote this research.

To be carried forward

**ACTION SS**

**Social Prescribing**

An offer had been made to GW for a speaker connected with Social Prescribing to attend a PPG meeting. GW to follow up

**ACTION GW**

**Newsletter**

It was decided that there would not be quarterly newsletters, but produced ‘as and when’ there was a specific topic which required to be communicated to patients.

It was suggested that many patients were unaware of our new website and perhaps The Rudd would agree to a ‘two-liner’ advertising it. It was thought that MP might have an in-road to The Rudd. DH to contact MP to determine.

**ACTION DH/MP**

**Meeting Dates**

After some discussion it was decided to keep the day and time at 17.30 on Tuesdays.

1. **Practice report**

**Extended Services**

It was raised in the last PPG meeting that there were some concerns about the team offering patients appointments at extended services. I have listened to a number of calls over a week’s period and I’m satisfied that the reception team are offering them to patients when needed. I have also spoken with Partners Health who have no concerns about the number of patients we send there and are satisfied we utilise the service well. We are limited to what patients we can book into extended hours for certain appointment types.

**Flu and Covid Clinics**

We have now began running our Flu, Covid and RSV vaccination clinics. Our first RSV clinic was this afternoon. We have our main flu/covid clinic on Thursday 3rd October all day from 8.30am-6pm. We would appreciate any help from the PPG on this day. We will also be doing smaller clinics on the 15th and 17th of October.

**Total Triage**

From the 14th of October, we will be moving to the Total Triage model at Ruddington Medical centre.

Total Triage works by patients submitting an online medical request by visiting our website between the hours of 8am – 12pm which will be reviewed that day by the triaging GP. The GP will then decide the action required for you request which could consist of booking you in for an on the day urgent appointment, a routine appointment, refer you to another service, issue you medication….etc.

I would just like to strongly emphasise that patients who are unable to make online submissions, will still be able to call the surgery to make an appointment. The reception team will ask the same questions as the online questionnaire and submit the request directly to the Triaging GP on behalf of the patient. The reception team will still be at reception to contact.

The online forms will be categorised into different medical conditions and there will be a couple of questions to answer with free text boxes. This allows patients to give us as much detail as possible or add in anything additional. Patients will also be able to state if they have a preference of a GP they wish to see or they have already spoken to before about their medical request.

This will allow us to improve patients access to the practice, ensure the patient is seeing the right health care professional and will also help well being by manging their workloads more efficiently. The main complaints we hear back from patients is that they can’t get a routine appointment, they don’t like reception staff acting as triage and no online appointments. We believe that the Total Triage model will resolve these complaints.

As with all change, there may be some unforeseen difficulties so we ask that our patients bear with us whilst everyone adjusts to our new working system.

1. **Chair’s report**

There was no Chair’s Report as there had be no meetings to attend during the holiday period.

1. **AOB**

There is to be a Dementia training session in Cotgrave on 23 September SH will attend.

**ACTION SH**

1. **Date and time of next meeting**

Tuesday 22 October 2024 at 5.30pm

HC gave her apologies for this date.