**Ruddington Medical Centre**

**Patient Participation Group (PPG)**

**Notes of Meeting Held on Tuesday 23 July 2024**

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

Annie Scally (Vice Chair) AS

David Hardwick (Secretary) DH

Rita Kirk (Group Member) RK

Susan Sellors (Group Member) SS

Shirley Higgins (Group Member) SH

Marion Pell (Group Member) MP

Heather Coombs (Group Member) HC

Janine Veitch (Support Services Manager) JV

1. **Welcome & Introductions**

GW welcomed everyone to the meeting, especially Heather who was attending for the first time. Members introduced themselves.

1. **Apologies**

There were no apologies.

1. **Correspondence**

There was no correspondence

1. **Notes of last meeting 4 June 2024**

Agreed by SH and seconded by SS.

1. **Matters arising**

**PPG Involvement with Health Issues**

DH had found material relating to Psoriasis Month, particularly the differences between eczema and psoriasis. This was agreed as the topic to be displayed in the waiting rooms next. DH to supply to CS

**ACTION DH**

**DNAs**

HC queried the number of DNAs on the last practice report. It was stated that these had significantly reduced over time, largely due to the text messages sent out reminding people of their appointment. If a patient without known conditions which might affect their ability to attend the practice fails to attend three appointments, they are spoken with to investigate the reasons and to explain about cancelling appointments when necessary.

1. **U3A Ruddington Group - Feedback**

The event was moderately well attended; about 80 U3A members, not all of whom were from the Ruddington practice, giving time to talk to people. Due to the nature of the event, it was not a representative cross-section of our patients.

The NHS App was commended by attendees.

A number of complaints were received regarding obtaining appointments and related matters, viz.

Didn’t like reception staff acting as triage.

Difficulty in booking well ahead

Extended hours service not known about.

No on-line appointments

JV explained that normally new on-line appointments are released daily, but for the moment, as a trial, appointments can only be booked via Reception or via the NHS App using the ‘Contact your GP About a Medical Problem’ section. When patients use the App, a GP will assess the problem and offer a face to face visit, a telephone appointment, referral to another service (e.g. physio), etc.

GW remarked that the NHS App solution for obtaining appointments was reported to be going well at the Keyworth practice with around 250 contacts made this way per day.

JV agreed to advise the PPG members at the next meeting of the current situation regarding appointment booking.

**ACTION JV/CS**

1. **Practice report**

**Staff Changes**

Some of you may have already met our new receptionist Allison who started at the practice last month. She has fitted straight into the team and is proving to be a great asset to the practice. Our long-term receptionist Gabi is due to finish for maternity next month ready for the arrival of her little girl.

**Measles**

The practice has been implementing the MMR national catch-up campaign to improve MMR uptake following a resurgence of measles cases particularly in the West Midlands. MMR is a highly effective vaccine and 1 dose of it gives 95% protection against measles. A second dose gives 99% protection that is lifelong. Data taken from July – Sept 2023 shows that 92.20% of children in Nottinghamshire had their first does of MMR by 2 years of age. Only 85.20% had their second MMR dose by the time they were 5. We have been carrying out thorough checks of patients records to ensure they have been coded correctly, raising the profile of MMR within the practice, and using a whole practice approach to carry out opportunistic checks for patients MMR status. We had a small cohort who mainly consisted of people who had moved to the village from abroad, patients whose parents had declined the vaccine when they were a child and some adults who chose to because of their occupations such as Teachers, Health Workers etc. as MMR vaccines weren’t brought in until 1988.

**Flu Campaign 2024/2025**

From September this year, we will be able to vaccinate Pregnant women and children from September the 1st. From October, we will be able to vaccinate individuals aged 65 and over and individuals ages from 18 years to 64 years of age in a clinical risk group category. We are yet to be informed whether we will be giving the Covid vaccination at the same time, but we think it will be highly likely. We are aiming this year to carry out our flu clinics during the week in our usual opening hours. Once we have a confirmed date, we would appreciate any help offered from the PPG.

**Sunflower Lanyard/Wristbands**

I have recently received a letter from Ruddington Recognises who are undertaking a whole village initiative to raise awareness of what a sunflower lanyard or wristband symbolises. It means the person wearing these items has an invisible disability, of which there are apparently 900. This can be a discreet sign to say they need a little more support. The current copy of Rushcliffe Reports, produced by Rushcliffe Borough Council has an article about the Sunflower lanyards. They have also produced an article for the August issue of The Rudd and there will be an article on the Ruddington Info/Village Facebook pages if you wish to have a look. The practice will be adding a display in the window of the practice and displaying the Ruddington Recognises poster.

**Clinical Research**

As you know, the team participate in several clinical research programmes and our main contact for the research team, Kathy would like to attend the next PPG meeting to discuss the work that her team carries out and answer any questions we may have. (Secretary’s note……….Kathy will attend our next meeting).

1. **Chair’s report**

**U3A Health Event**

Annie Scally, Marion Pell and I attended the U3A health event at St Peter’s Rooms on 10th June with a variety of information relating to Pharmacy First, Screening, the NHS App and the extended hours service. There was a steady flow of visitors throughout the morning and some interest in the information that we had available. A surprising number of older visitors appeared to be using the NHS App without difficulty.

**Future of Health in Rushcliffe Event**

101 attendees enjoyed 4 hours of discussion and debate. Patient attendees came from all but two Rushcliffe practices (E Bridgford and Orchard), with Village, Belvoir, St Georges and Castle particularly well represented.

There was a series of 10 minute presentations on various aspects of local innovation including Total Triage, Virtual Wards, Social Prescribing and the work of Rushcliffe Centre for Voluntary Service.

A lively Q&A followed with many questions over-spilling into the break.

Attendees then spent an hour perusing 26 supplier stalls representing local health, care and voluntary organisations. Stallholders reported great conversations and engagement.

Finally, 69 attendees got involved in well-facilitated table discussions around four themes: dementia, access, equity, and self care/resilience, and fed back to the full group.

Key messages around the critical nature of collaboration, coordination of wider NHS, LA, statutory sector, voluntary sector, and the local community, came across as well as the need for excellent (and better) communication and awareness/education of the local system, so "making every contact count" can become a reality.

**RAPID Group Meeting**

I attended the RAPID Group meeting on 11th July. There was a presentation on the ICB System Analytic Intelligence Unit which looks at multiple data sources across health and social factors with the aim of preventing ill health and possible future hospital admission in the local population.

The PCN updated members on plans for the autumn/winter COVID and flu vaccination campaigns, which will take place from October onwards. The PCN care home team is being reorganized and a review of the First Contact Physio service is being undertaken.

The results of the Rushcliffe Patient Access Survey were presented, which showed that Rushcliffe was significantly outperforming other areas of the country in terms of patient satisfaction with access to GP services.

Members were encouraged to build a legacy from the work undertaken during the Dementia Friendly Rushcliffe Project which has now finished. Subsequently, I have been contacted by Barbara Breakwell, who is planning to work with local organisations and businesses to make Ruddington a dementia friendly village.

1. **AOB**

**Pharmacy Issues**

Some discussion took place regarding delays in obtaining dispensed medication. Historically, the pharmacy assistant simply produced the medication from the alphabetic surname shelf place. Now the assistant checks computer records before handing over medication leading to queues and subsequent delays. AS agreed to ask Mark, the pharmacist, to attend a future meeting to talk about problems within the pharmacy service.

**ACTION AS**

It was confirmed that patients can change their designated pharmacy at any time, even to the extent of a distant pharmacy whilst on holiday etc., as long as the pharmacy uses electronic prescriptions.

**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.

**ACTION SS**

**Meeting Dates**

A discussion on a possible change to the days meeting take place is to be held at the next meeting

**ACTION ALL**

**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**

AS raised the issue of producing a quarterly Newsletter. Pete Taylor as chair used to undertake this task. A discussion on this will take place next time

**ACTION ALL**

**2024 GP National Survey**

DH agreed to supply the link to survey, as below.

[Survey and Reports (gp-patient.co.uk)](https://gp-patient.co.uk/surveysandreports)

Drilling down into the report allows comparisons to be made with other practices, anywhere in the country.

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

Tuesday 10 September 2024 at 5.30pm