

The Calverton Practice Patient Participation Group

Minutes of the Annual General Meeting

Tuesday April 26 , 2022 at 19.00 at The Surgery

<p>Present Nick Borrett (Chair) Margaret Briggs (Vice Chair) Pat Bosworth Diane Frudd Jackie Guyler Chris Jackson Samantha Round (Project Manager, CORE) Viv Sadler (Secretary) Julia Stirland</p> <p>Also present Dr Caroline Wight (GP Partner) Jayne Yeomans (Assistant Practice Manager) Denise Pilkington (Patient)</p> <p>ACRONYMS ARRR Additional roles reimbursement scheme CAB Citizens' Advice Bureau CIL Community Infrastructure Levy CQC Care Quality Commission CVS Council for Voluntary Service DES Direct Enhanced Services DNA did not attend EPS electronic prescribing service GBC Gedling Borough Council ICS Integrated care system KPI key performance indicators ES Enhanced Services staff LES Local ES (according to local need)</p>	<p>Absent Caroline Borrett Pat Bosworth Enid Cox Susan Kernahan Pat Kingston</p> <p>NNE CCG Nottingham & Nottingham North East Clinical Commissioning Group PCN primary care network PEO Partnership and Engagement Officer PICS Primary Integrated Community Services PPGF Practice Patients Group Forum QOF Quarterly outcomes Framework ST1 Special Trainee 1st year GP</p>
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1.	<p>Introductions and welcome</p> <p>Nick thanked the Practice for hosting the meeting. Members introduced themselves and thanked Nick for holding the Group together over the last 2 years. Now the group is consolidated it is hoped to develop ideas to support patients and the practice together. Nick thanked members for their attendance and contributions.</p> <p>Apologies for absence were received from Susan Kernahan, Carolne Borrett and Enid Cox (resigned), Bridget Hall (Practice Manager).</p>	
2.	<p>Minutes of the Previous AGM</p> <p>Minutes of the AGM held on 21 April 2021, having been previously circulated, were taken as read and approved. The new telephone queuing system was explained by Jayne and the waiting times were discussed.</p>	
3.	<p>Election of Chair, Vice Chair and Secretary</p> <p>Nominations were proposed, seconded and unanimously agreed: Nick Borrett elected Chair. Margaret Briggs elected Vice Chair. Viv Sadler elected Secretary.</p>	
4.	<p>Practice Update by Dr Caroline Wight:</p> <p>Staffing changes: The six GP Partners are Phil Rayner, James Hopkinson, Emma Sherwood, Caroline Wight, Jessica Brown and Petra Richmond.</p> <p>Covid 19 restrictions had been relaxed which enabled more face to face appointments. Staff have lateral flow tests twice weekly, face masks and 1 metre distancing required for everyone in the building.</p> <p>Improving access: Directly bookable face-to-face appointments. Appointments can be booked online. One doctor per day is available for emergency/urgent consultations, receptionists are trained to ask questions and route calls appropriately. Moving to e-consultations, eg sick notes and increased use of remote consulting where appropriate, enhancing continuity of care. Texts will be used for normal test results Inevitably waiting for routine matters. Graph circulated showing how time and appointments were allocated to members of staff on a typical day.</p> <p>Integrated Care System (ICS): Big change: the Care Commissioning Group has been removed. ICS is now the single body for all providers for care from 1 July removing the 'buyer/seller relationship'. GPs have been allocated a budget to buy services. Notts ICS will be responsible for all care but there is potential for reduced influence of Primary Care and GPs are concerned that their needs are not properly represented and need to be heard. Notts ICS feeds into the PCN but there is a complicated flow structure.</p>	

5.	<p>Community liaison The Practice is pleased to have the support of the PPG and CORE Centre to help support Patients. Hoping to engage Calverton Leisure Centre. Village Get Together Sunday 17 July. PPG could help with stalls.</p> <p>Primary Care Network sharing knowledge and experience with the Stenhouse and Highcroft practices in Arnold. Reducing duplication. ARRR staff (Additional Roles Reimbursement Scheme) provides opportunities for increasing services across the patch, eg mental health, care home staff, dietician etc.</p> <p>Health promotion: Increasing early diabetes diagnosis, weight management, Liaising with Your Health Your Way at CORE Centre and Leisure Centre. Proactive waiting list health optimisation.</p> <p>Challenges: Covid : lack of testing led to diagnostic dilemmas. Secondary care waiting lists very high Consequences of isolation: mental health and missing development for young people. Staff sickness.</p> <p>Increasing population: growth of village means potential rapid surge in population leading to more staff and more rooms. Push to register new patients ASAP rather than waiting until they need a doctor. CORE will support by publicising and Chris J leaflet drop at new homes marketing suits. Wider health impacts of inadequate infrastructure (eg if schools are too small). Pat would find out plans for the Community Infrastructure Levy.</p> <p>Primary Care Network: working with diverse patient spread, ARRR staff funding from Government to PCN. Lack of real time data for KPIs (key performance indicators), Many meetings : ‘time thief’.</p> <p>Wider factors: cost of living crisis, fuel poverty, fake news, Amazon mentality.</p> <p>Dr Wight was thanked for her comprehensive report which helped the PPG understand the challenges faced by the practice. Discussions on how to communicate information to patients. Sam suggested ways CORE could help.</p> <p>CORE Support and courses Sam reported hard work moving and establishing new premises but now much appreciated and well received by the community. List of weekly activities circulated. Support offered included help filling in forms for carers and for benefits etc. Increased referrals due to word of mouth, Facebook and GPs. Reaching out to other villages. Looking for volunteers for befriending training. Support for Notts Carers Association. CORE now has an allotment but in bad state so needs clearing.</p>	<p>All members</p> <p>CORE CJ PB</p>
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6.	<p>Your Health Your Way: trying to get a support group in Calverton for sessions (stopping smoking, weight loss, exercise). Other events: carpet bowls and soup, chef demos with recipe cards, green doctor: energy efficiency advice. Members were asked to contact Sam direct if they were able to spend time at CORE explaining the work of the PPG and taking feedback from patients. Sam was thanked for her full report and for all the work CORE does for the Community.</p> <p>Date of next meeting NB CHANGED POST-MEETING TO Thursday 16 June at 7 pm at the Surgery.</p>	
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