

## The Calverton Practice Patient Participation Group

Minutes of the meeting held on Tuesday 20<sup>th</sup> September 2022 at 6.30pm held in the Surgery

<p><b>Present</b>                  Nick Borrett (Chair)                  Margaret Briggs (Vice Chair)                  Caroline Borrett                  Pat Bosworth                  Jackie Guyler                  Denise Pilkington (minute taker)                  Sam Round (Project Manager CORE)                  Julia Stirland</p>	<p><b>Absent</b>                  Diane Frudd                  Chris Jackson                  Susan Kernahan                  Viv Sadler</p>
<p><b>Also present</b>                  Dr Caroline Wight (GP Partner)                  Gill Robertson (Committee Member of U3A)</p>	
<p><b>1. Attendance, Membership and apologies for absence</b>                  Apologies were received from Viv Sadler, Chris Jackson, Diane Frudd and Susan Kernahan.                  Nick welcomed Gill Robertson as member of U3A (agenda item 7)</p>	<p><b>ACTION FOR</b></p>
<p><b>2. Minutes of previous meeting</b>                  Minutes – having been previously read were approved. Any matters arising are already agenda items and to be discussed at this meeting.</p>	
<p><b>3. Practice Update</b>                  In absence of Bridget and Jayne, Caroline was able to up date the meeting.                  Staffing: Four new registrars are in post; a previous registrar is now a salaried doctor.                  Building: There are plans to increase the surgery with two new rooms, (the area above the flat roof is to be built upwards). Drawings have been made and funding is in place. The plans have not yet been approved but the process has been started.                  Training: Reception staff have had training in order to deal with patients at point of telephone call; staff appreciated the training and were looking forward to being a helpful first response for patients, including using other specialists in the practice. However not all patients have appreciated help from the reception staff and are insisting on an ‘emergency’ appointment. This has resulted in some circumstances of critical time being poorly utilised.                  The meeting agreed that this is a difficulty, not only at local level but also nationally, and agreed that supporting the running of the surgery by educating the patient cohort to be a focus for the PPG particularly as pressures on general practice are increasing.                  Nick reminded the group of the PPG leaflet that was distributed at The Village Get Together; the meeting agreed that the leaflet was a useful hand-out.                  Funding for a further print out was discussed and Caroline was confident that the surgery would be able to meet the costs.</p> <p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>• Nick to organise a further print run</li> <li>• Funding from the surgery</li> <li>• To be distributed at the U3A pop up in the village square on October 12<sup>th</sup></li> <li>• To be distributed at CORE</li> </ul>	<p>Nick                  Caroline                  Nick                  Sam</p>
<p><b>4. Boots Update</b>                  Nick has made a report from a small snapshot survey using recent observations at the Boots store St Wilfrid’s Square and discussions with users of the store. The report is with the surgery at the moment, however Nick feels that serious action is required; he was unable to contact a manager, either locally or at area level, to discuss his concerns. Despite being a small survey, it would appear that the users of the service are not satisfied with dispensing of medication from the Boots store.                  Nick proposed the writing of a letter from the PPG and surgery to Boots Management, accompanied by signatures of Calverton residents.                  Members agreed to support the signing of a petition.                  The meeting discussed other alternatives to using the Boots store including using Lowdham Pharmacy, which gives an efficient delivery service but requires a ‘sign up’ to the service. Sam suggested that some residents might need support with accessing this. The members agreed to support with this.</p>	

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<p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>• A joint letter, from the PPG and The Surgery to be sent to Boots Management regarding the poor dispensing service.</li> <li>• A petition to be worded and signatures to be collected by members of the PPG <b>Date to be decided to collect signatures</b></li> <li>• CORE to facilitate support for those who need help in accessing the services of Lowdham Pharmacy</li> <li>• PPG members to support at CORE with the above – Tuesdays and Thursdays from 11.00am onwards</li> </ul> <p>Nick reminded the meeting that the group had agreed previously to attend CORE From previous minutes 19<sup>th</sup> July 2022 <i>‘Members are again asked to spend ONE hour at CORE, with a Core Volunteer, representing the PPG and to receive feedback from patients about services.’</i></p> <p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>• Members to contact Sam with regard to receive feedback from patients about services.</li> <li>• Times – Monday 12 – 1 pm, Tuesday 10 – 11 or 2.30 – 3.30 pm Wednesday 10 – 11 or 11 – 12 noon, Thursday 10 – 11 or 11 – 12 noon</li> <li>• Weekly would be great but swaps with other members would also work.</li> </ul> <p>Sam was invited to give a CORE update. Despite having been busy with funding requests, all groups are doing well.</p> <ul style="list-style-type: none"> <li>• The Walking Group, whilst popular, needs leaders. (Members to try and help secure some more leaders.) The walks are around 1 hour in duration (for Health and Safety requirements).</li> <li>• The line dancing is a popular group and now is taking place in the St John’s Ambulance Hall on Thursdays.</li> </ul> <p>Sam gave out details of a Haywood House appeal for knitted hearts to support the Palliative Care team. All would be welcome at the Macmillan Coffee morning on Friday 30<sup>th</sup> September – any donations of cakes would be appreciated!</p>	<p>Nick Bridget/ Jayne Nick + all members</p> <p>Sam All members</p> <p>All members</p> <p>All members</p>
<p><b>5. NAPP – Annual review fee</b> Caroline to ensure that this is discussed at the practice meeting this week. She is confident that this will be agreed.</p>	<p>Caroline</p>
<p><b>6. Health and well being survey</b> Nick felt that the recent survey from the NHS Nottingham and Nottinghamshire Integrated Care Board was disappointing as the window for return was too short.</p> <p><b>ACTION</b> Nick to follow up.</p>	<p>Nick</p>
<p><b>7. Social Prescribing</b> <i>“Social prescribing enables GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services to support their health and well being.” David Buck 2017 The King’s Fund</i></p> <p>Caroline described the current practice at the surgery. There are three social prescribers that the practice can refer to; a prescriber for over 65s, one for under 65s, (both funded by Age Concern) and a prescriber for young adults. Funding is target related. There is a six month waiting list.</p> <p>There is a need for social stimulation and academic stimulation amongst patients in Calverton, particularly, those who are lonely, as it improves mental health and well being.</p> <p>Gill Robertson discussed what the role of U3A might be. The meeting acknowledged the benefits of the U3A.</p> <p>Whilst some of the U3A venues might be difficult to access for patients with limited mobility there would be support for those who attended with a carer; carers would not have to be a member of the U3A</p> <p>Caroline suggested that a training session for surgery staff would be welcomed – this would give an overview of U3A and how they can help patients.</p> <p>Gill agreed to this and asked for contact information for the Social Prescribers.</p> <p><b>ACTION</b> Gill and Caroline to liaise over training for surgery staff</p>	<p>Caroline</p>

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<p><b>8. Well being Fayre 2023</b></p> <p>After successful feedback from the public concerning the Blood pressure readings taken by Dr Wight at The Village Get Together, it was suggested by Caroline Borrett that it could be expanded to include other health services. This would be part of the Village Get Together (VGT)</p> <p>The intention would be to improve awareness and education of health related issues in the community, give access to possibly services (blood pressure readings) and highlight the role of the PPG.</p> <p>This was well received by the meeting and all agreed to support. Sam to forward contact details to Caroline for booking.</p> <p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>To book extra space for the surgery and PPG stand for the VGT for 2023</li> <li>To formulate some ideas for the Well Being Fayre and bring them back to the next meeting.</li> </ul>	<p>Sam</p> <p>Caroline W Caroline Borrett, Denise, Sam</p>
<p><b>9. Inequalities Small Grant Application</b></p> <p>Information from Nick – an application is to be made to support an educational community event. The grant could be £350; this would help and support the above proposal.</p> <p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>Application for Small Grant to be made</li> </ul>	<p>Nick</p>
<p><b>10. PPG Leaflet distribution</b></p> <p>Nick had already distributed the leaflet and asked for any further suggestions to be emailed to him. He was thanked again for his input and the amount of time that he had spent on it was acknowledged.</p>	<p>All members</p>
<p><b>11. AOB</b></p> <ul style="list-style-type: none"> <li>Pat Bosworth informed the meeting of a Christmas Tree Festival; this would be an opportunity for the PPG to decorate a tree and put it on display at a local church. Pat will give more information at the next meeting.</li> <li>Julia Stirland suggested a newsletter for getting information out to the residents of Calverton. After some discussion it was agreed for this to be an agenda item for the next meeting in October. Any suggestions can be sent to Julia before then.</li> <li>Margaret collected phone numbers to establish a Whatsapp PPG group. She will contact numbers from those who did not attend.</li> </ul>	
<p><b>12. Date of next meeting</b></p> <p>Tuesday 18<sup>th</sup> October 6.30pm</p>	
<p><b>ACRONYMS</b></p> <p>ANP Advanced Nurse Practitioner</p> <p>ARRR Additional roles reimbursement scheme</p> <p>CAB Citizens' Advice Bureau</p> <p>CIL Community Infrastructure Levy</p> <p>COPD Chronic obstructive pulmonary disease</p> <p>CQC Care Quality Commission</p> <p>CVS Council for Voluntary Service</p> <p>DES Direct Enhanced Services</p> <p>DNA Did not attend</p> <p>EPS Electronic Prescribing Service</p> <p>GBC Gedling Borough Council</p> <p>ICS Integrated care system</p> <p>KPI Key Performance Indicators</p> <p>ES Enhanced Services Staff</p> <p>LES Local ES (according to local need)</p>	<p>NAPP National Association for Patient Participation</p> <p>NNE CCG Nottingham and Nottingham North East Clinical Commissioning Group</p> <p>PCN Primary care network</p> <p>PEO Partnership and Engagement officer</p> <p>PICS Primary Integrated Community Services</p> <p>PPGF Practice Patients Group Forum</p> <p>QOF Quarterly Outcomes Framework</p> <p>ST1 Special Trainee 1<sup>st</sup> year GP</p> <p>U3A University of the Third Age</p>