



The Calverton Practice Patient Participation Group

Minutes of the meeting held on **Tuesday 1st November 2022** at 6.30pm held in the C.O.R.E. Centre

Present

Nick Borrett (Chair) Chris Jackson
 Caroline Borrett Jan Johnson
 Pat Bosworth Denise Pilkington (minute taker)
 Margaret Briggs (Vice Chair) Sam Round (Project Manager CORE)
 Jackie Guyler Vivien Sadler

Absent

Diane Frudd
 Vivien Ruffell
 Julia Stirland

Also present

Bridget Hall (Practice Manager)

<p>1. Attendance, Membership and apologies for absence Apologies were received from Diane Frudd, Vivien Ruffell and Julia Stirland. Susan Kernahan and Pat Kingston have resigned. Jan Johnson and Vivien Ruffell were welcomed as new members, (although Vivien was unable to attend and had sent apologies) The membership of the group now stands at 13. There are 2 vacancies as the full membership is 15. Vivien Sadler requested to stand down as Secretary; Nick thanked her for her input and hard work over the years that she has fulfilled the role. Denise Pilkington volunteered to take on the role for the present, which was welcomed by the meeting.</p>	<p>ACTION FOR</p>
<p>2. Minutes of previous meeting Minutes – having been previously read were approved.</p>	
<p>3. Matters Arising a) Whats App phone group. This group is now operational. Margaret has collected numbers. b) PPG leaflet A further print of the PPG leaflet has been made. This was well received by the meeting, with members taking leaflets to house drop or share with local meetings attended; in this way the profile of the group can be raised. How to further raise the profile of the PPG is to be raised at the next meeting. Nick asked Bridget if the PPG notice board in the surgery can be re- claimed. c) NAPP annual review (National Association for Patient Participation) The surgery have paid the membership subscription; Nick encouraged members to look at the website for resources to support the running of the Calverton PPG. Check out the NAPP website d) NHS “get on line” promotion week Inequalities small grant application see item 8 Unfortunately the deadline was too immediate, after notification of the grant, for action to be taken, but flyers are available to encourage patients to sign up. e) Well being Fayre 2023 – see agenda item 8</p>	<p>All members Bridget All members</p>
<p>4. Practice Update (Bridget Hall) Bridget explained that the surgery staff will attend the PPG meetings in turn. Staffing: Several new staff have been appointed recently to the surgery. Not all staff are employed by the surgery practice – several are PCN (Primary Care Network) staff appointments. This is part of the government strategy to take pressure off the GP. Staff appointed by the PCN may be shared with other practices, rather than work wholly in Calverton.</p> <ul style="list-style-type: none"> • A paramedic is now associated with the practice (PCN appointed), making home visits. This new role is shared with other practices; it is early days of the role and further training is required in post. It is anticipated that the initial timetable will be increased. Bridget explained that in the event of home visits not being required the paramedic will be assigned to the practice to support. • A mental health nurse is now working with the practice (PCN appointed) and works across 	

<p>several practices. This is an important resource as mental health issues are increasing.</p> <ul style="list-style-type: none"> • A nurse (PCN appointed) to support care homes. <p>The practice has also seen two nurses leave to further their careers. Recruiting practice nurses is challenging, however the practice has been able to restructure the staffing and has successfully made two of three appointments; a nurse and a Health Care Assistant (HCA). They continue to work at recruiting a Nurse Associate, which Bridget explained is a relatively new role but is not dissimilar to the previously state enrolled nurse (SEN). Bridget explained how the new positions would support the surgery with its practice.</p> <p>Patient Records: Bridget informed the meeting that from November 1st 2022, that most patients aged 16 and over, with online accounts (NHS App or other patient online apps) should be able to view new entries in their clinical record; e.g. details of medications, appointments and test results. The practice have reservations about this; it feels that this is mistimed, particularly when general practice is under great pressure. The Calverton surgery will therefore not activate the programme at this time and are supported by the BMA to delay temporarily. Bridget explained about sensitive information in records and how patient safety is important.</p> <p>The practice receives many requests for records, which are time consuming but actioned appropriately.</p> <p>Records are to be digitised in the future and the surgery would welcome this, as it would free up space in the surgery building and make access to patient records easier</p> <p>Building: The planning application has been made for two more rooms over the flat roof area- Pat was able to confirm that the application had been received but not yet discussed at Gedling Borough Council. Bridget explained that the practice is often short of space for - despite the new premises - additional staff and an increasing population in Calverton puts demand upon the building - a room continues to be used for covid isolation too. With the movement of the staff during the day, demand for adequate parking is at a premium.</p> <p>The meeting discussed the use of the building and the use of the former Health Centre; unfortunately this building does not belong to practice and therefore cannot be used as premises.</p> <p>Sam suggested that the surgery might approach the Working Men’s Club for extra parking, which would be much appreciated.</p> <p>Nick thanked Bridget for her substantial update.</p>	
<p>5. NHS Sign up</p> <p>There are still patients who have not signed up to NHS online – members are requested to attend CORE to support patients.</p> <p>This will be explored at the next meeting.</p>	All members
<p>6. Boots Update</p> <p>Nick informed the meeting of the small progress made with the Boots Store regarding concerns with prescription requests from patients.</p> <p>It was agreed that as a Patient Participation Group we could support patients.</p> <p>Nick suggested that we make progress at another meeting at how we are best placed to support patients with their prescription issues at Boots.</p>	
<p>7. Core Update (Sam Round)</p> <p>Sam was invited to give a CORE update. She distributed leaflets and fliers that outline what the Core Centre can offer. She drew our attention to particular new up and coming events</p> <ul style="list-style-type: none"> • <u>Wednesdays – Soup and Roll</u> • <u>Food Club</u> – beginning in the new year – and is done with support from FareShare. <p><i>‘FareShare is the UK’s national network of charitable food redistributor, made up of 18 independent organisations. Together, we take good quality surplus food from right across the food industry and get it to nearly 9,500 frontline charities and community groups.’</i></p> <p>Sam explained how the Food club would operate; this involves registering with the food club to become a member (£1) and then once joined members can purchase a bag of fresh food items every week worth approximately £15, for £3.50. This is open to all.</p> <p>The Core Centre have some security provisions to put in place for the club to operate and then can</p>	



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begin in January.

- The Core Centre is soon to become a registered Warm Space – Sam reported that there are more people calling at the Core Centre for support during this difficult period.
- Day trips – Funding is being sought to hire a minibus so that the Core can offer visits out for people.
- Book Club – hope to start in November
- Rag Rugging course - beginning Thursday 3rd November (Viv Sadler to lead)
- To explore funding to support a Winter Warmth Project – blankets and hot water bottles
- Christmas Party – Thursday 12th December 12.00 – 4.00pm

Nick thanked Sam for her input and asked the group to support Core’s outreach as an opportunity to also introduce the PPG – contact Sam.

All members

8. Village Get Together

Caroline explained that the idea of a Well Being Fayre had arisen out of the previous Village Get Together (VGT) and the successful surgery stall’s blood pressure checks. These had been well received by the public; this inspired her to suggest other well being items. Rather than stage an exclusive event, it was suggested by the group that the VGT could be used by the group to promote a greater display of health and well being.

A small sub team has volunteered and once contact numbers of the VGT organisers have been established/ shared they are ready to begin planning.

(post meeting note) Nick to resurrect the ISGA grant application as it is still in date and may help fund our Health and Wellness proposal if it meets the criteria for the grant.

ACTION

Team to meet and report back to the next meeting.

Caroline
Denise
Sam
Margaret
Nick

Pat gave apologies to leave the meeting.

9. PPG Administration

Nick gave out the Confidentiality Policy and Declaration Agreement for Volunteers to the new members. Please return the signed sheet to the surgery for Jayne Yeomans’ attention.

Nick asked all those who hadn’t made a short biography to please construct and send to Nick by email if possible.

An attendance record was completed by Vivien and given to Denise.

Jan
Denise

10. AOB

Chris informed the meeting that he will make up starter packs for interested buyers as the new house building has begun on Dark Lane. He will make up Starter Packs that include surgery registration, the PPG leaflet and the Core leaflet. Bridget informed the meeting that some new residents are signing up to the surgery on line.

11. Date of next meeting

Tuesday 17th January 2023 6.30pm at the surgery

Denise

ACRONYMS

ANP Advanced Nurse Practitioner
ARRR Additional roles reimbursement scheme
BMA British Medical Association
CAB Citizens’ Advice Bureau
CIL Community Infrastructure Levy
COPD Chronic obstructive pulmonary disease
CQC Care Quality Commission
CVS Council for Voluntary Service

KPI Key Performance Indicators
ES Enhanced Services Staff
LES Local ES (according to local need)
NAPP National Association for Patient Participation
NNE CCG Nottingham and Nottingham North East Clinical Commissioning Group
PCN Primary care network
PEO Partnership and Engagement officer



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DES	Direct Enhanced Services	PICS	Primary Integrated Community Services
DNA	Did not attend	PPGF	Practice Patients Group Forum
EPS	Electronic Prescribing Service	QOF	Quarterly Outcomes Framework
GBC	Gedling Borough Council	ST1	Special Trainee 1 st year GP
HCA	Health Care Assistant	U3A	University of the Third Age
ICS	Integrated care system		