



The Calverton Practice Patient Participation Group

Minutes of the meeting held on **Tuesday 28th February at 5.30pm** held in The Surgery

Present

Diane Bathgate
 Nick Borrett (Chair)
 Pat Bosworth
 Margaret Briggs
 Jackie Guylar

Chris Jackson
 Sam Round
 Vivien Sadler
 Jayne Yeomans (Surgery)

Absent

Caroline Borrett
 Margaret Briggs
 Jan Johnson
 Julia Stirland

1. Attendance, Membership and apologies for absence

Apologies were accepted from Caroline Borrett, Margaret Briggs, Julia Stirland and Jan Johnson. Apologies from Denise for missing Jan from the mailing list! Nick to share Jan’s email with Denise. Nick welcomed Diane to the group and she introduced herself. Her background is HR and IT; she is also a school governor. Jayne was present to represent the surgery.

ACTION FOR
 Nick
 Denise

2. Minutes of previous meeting

The minutes of the January meeting had been made available to PPG members and were agreed as an accurate record of the meeting. (Jan to be sent minutes)

Matters arising/ actions

Nick shared the booklet from the NHS ‘Your general practice team is here to help you’ – all thought it was good idea and would help patients to understand the many services that are available at the surgery. It may be possible to put a photograph of the staff at the surgery to cover the clinician in the publication; this will avoid confusion, particularly as names accompany the photograph.

Jayne was able to report that Dr Wight liked the idea of feedback from patients, and accepted the wording suggested by Nick, (distributed at the meeting). Boxes would be in the surgery; Sam is to bring a prototype of the boxes to the next meeting. Online access for patients was raised, it was felt that this was a good suggestion but might become a management issue for the group, so early in the venture.

It was agreed that Feedback would be initially collected through the box system with plans to include electronic online feedback in the future, sooner if patients themselves requested this. Jayne suggested that an email specifically for the PPG might be registered. A sharing of the workload would have to be agreed for the future.

Inequalities grant – Nick was able to report that the application for funding from local authority for an Inequalities Grant to support the VGT event, was unsuccessful. This was due to the financial requirement of having to spend the money by the end of the financial year.

3. Practice update (Jayne)

Premises – Jayne was able to report that the new build for two new rooms was underway; disruption has been kept to a minimum – some temporary timetabling is in place. It is hoped that the new area will be usable in May.

Staff – The surgery is advertising for a new receptionist. The advert will be displayed at CORE, in the surgery and in the Post Office.

Website – The practice is changing supplier. Jayne is pleased with the proposed new website – it will look more like NHS websites (similar font etc). The PPG will have their own page; it will be administered by the practice. The updated website will have the facility for new patients to be able to register online – which is advantageous for the new housing in Calverton. Chris did reassure the group that all starter



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<p>packs, left for new builds, include registration forms, CORE info and the PPG leaflet. Digital copies of these can be put onto the website.</p> <p>Jayne suggested that the PPG might comment on the new website before it is fully launched – Diane Bathgate, Pat Bosworth, Sam Round and Nick Borret all volunteered to view and send comments.</p> <p>Action</p> <ul style="list-style-type: none"> ▪ Jayne to send link to new, live website to Denise who will redistribute. ▪ Comments to be sent to Jayne as soon as possible. <p>Jayne reassured the meeting that Dr Raynor’s newsletters are up to date on the current website. There was some discussion over the publications currently in circulation in Calverton and surrounding area, including The Dover Beck. Jayne was interested in submitting Dr Raynor’s newsletters to this. Nick will send contact details of the new editor to Jayne.</p> <p>Communication - Jayne spoke about additional software that is designed to develop the communication between doctor and patient. The practice wants patients to be able to instigate conversation with their doctor; this software will manage those conversations. Jayne compared it as being like online chat – found on many websites. The practice is to use Accurx software.</p> <p><i>Accurx is the easy-to-use platform where patients and healthcare professionals communicate. Our software connects people across the system to make NHS professionals happier and patients healthier.’</i></p> <p>The software will connect with current clinical software, will be patient friendly and the practice are excited about the prospect.</p> <p>This will be in addition to the current confirmation texts, reminder appointment texts and health promotion texts.</p> <p>It is proposed that there will be a digital inclusion officer for the area in the future.</p> <p>Nick thanked Jayne for her full and exciting report.</p>	<p>Jayne Denise Nick Diane Pat Sam</p> <p>Nick</p>
<p>4. Core Update (Sam)</p> <ul style="list-style-type: none"> • Sam was able to update the meeting on The CORE Food Pantry and Soup and Bowls activity: an inspection made by a local Environmental Health Officer gave the CORE a rating of 5. (5 is top of the scale, this means the hygiene standards are very good and fully comply with the law) • A ‘Cost of Living’ event is to be held at CORE on Tuesday 21st March 10 -12. This event will include debt advice. All attendees will be entered into a prize draw – prizes include a £50 ASDA voucher and a Food Pantry food box <p>Nick offered Congratulations to Sam and CORE and she was thanked for her report.</p>	
<p>5. Village Get together and PPG Event</p> <p>Nick described the ‘Mind, Body, Soul’ event (a NHS Hucknall for Health initiative) that he had attended with Caroline in Hucknall. It was a useful event to attend as a list of contacts was obtained who would be supportive to our event at the VGT. This included the ICB (Integrated Care Board) project manager and the event organiser.</p> <p>Nick is to email out the contact details to the VGT PPG group for further contact – for the VGT event in May and possibly as a Spring board in the future – the use of the Village Hall or the Village Square were useful suggestions for a future venue for a dedicated event.</p> <p>After the last PPG VGT ‘Health Group’ meeting (Caroline, Sam, and Denise – Julia on holiday)</p> <ul style="list-style-type: none"> ▪ Sam is to pursue with the leisure centre if there is any likely hood of support. ▪ Denise is to try and pursue any financial support, Nick felt that contacts from the Hucknall event would be able to support with this too. An email has been sent to Councillor Boyd Elliott - asking for the possibility of support from the divisional fund, but no reply yet. We do not have a Bank Account, never having had the need in the past, however it may be something we may 	



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<p>consider for the future.</p> <ul style="list-style-type: none"> Other suggestions included ‘prizes’ in a ‘Lucky draw’ for attendance. Caroline and Denise to approach retailers for these. <p>Action : Members of the ‘Health Group’ to have activities planned for the VGT event and present at the next meeting.</p>	<p>Caroline and group</p>
<p>6. Patient / Practice Leaflet – Nick Nick asked all to look at the PPG leaflet so any developments can be made before the next print run. We will need more leaflets for the VGT in May. Pat suggested distributing them to the local churches – she took several to distribute.</p>	<p>Nick</p>
<p>7. AOB</p> <ul style="list-style-type: none"> Jayne asked for confidentiality agreements to be signed where missing (list of agreements signed given to Denise) For Information: Pat made the meeting aware of the news item regarding the use of a scanning unit for targeted Lung Health Checks being offered to smokers aged 55 to 74. 	<p>Denise</p>
<p>8. Date of next Meeting / Venue Tuesday 4th April — 5.30pm, at The Surgery. AGM date to be discussed at the next meeting</p>	

Additional documents

1. Acronyms – updated 28th February 2023

Wording for Patient Feedback Boxes

Suggestion Box

Please offer your constructive comments to the PPG about your experience with the Calverton Practice. Please don't name anyone in the Practice unless it's a compliment. We will review comments monthly and discuss at the PPG meetings.

Thank You