



The Calverton Practice Patient Participation Group

Minutes of the meeting held on **Tuesday 17th January 2023** at 6.30pm held in the C.O.R.E. Centre

Present

Nick Borrett (Chair)
 Caroline Borrett
 Denise Pilkington
 Jackie Guyler
 Jan Johnson

Sam Round (Project Manager CORE)
 Julia Stirland

Absent

Pat Bosworth
 Chris Jackson
 Vivien Sadler
 Margaret Briggs
 Diane Frudd
 Diane Bathgate (new member)

Also present

Dr Caroline Wight

1. Attendance, Membership and apologies for absence

Apologies for absence were received from: Chris Jackson, Vivien Sadler, Margaret Briggs, Diane Frudd and Diane Bathgate (new member).

Nick has been in contacted with the new member, Diane Bathgate. She has a background HR and IT.

Vivien Ruffell is not on the membership now. The membership is currently 13 – there are 2 vacancies.

ACTION FOR

2. Minutes of previous meeting/ matters arising /review of actions

Although not present Chris confirmed that all the construction sites around Calverton are engaged in the distribution of Practice Enrolment Forms, PPG leaflets and CORE leaflets with enough stock to last until the Spring. **(From November Meeting)**

The minutes of the previous meeting were approved. Matters arising are part of the current agenda.

3. Practice update (Dr Caroline Wight)

- Dr CW was able to report that the text sent by the practice informing patients that urgent on the day appointments were capped as of 3rd January, was seen as positive by the practice. Reception staff sign post patients to other services or are prebooking scheduled appointments. There has been a shift towards more scheduled appointments. This is in line with national data.
- Government funding for Respiratory problems isn't easy to access and as yet hasn't supported the practice.
- There haven't been any major staffing changes.
- 80 people have responded to 'Your Health Your Way' (Commissioned service by Notts County Council). This number of responses means that another venue in the village will be used rather than a room at the surgery. There was general discussion around the effective/ineffective use of commissioned services.
- The practice has successfully secured 100% of the funding for the building of the proposed two room extension to the surgery building.
- Dr W was asked about Home visits and she explained that all out of hours services are contracted out in Nottinghamshire to NEMs; although prebooked weekend appointments are available at the Calverton practice. There was some discussion around the level of confidence in the ambulance service
- It was agreed overall that the possible use of a 'route map' might be useful for patients, to help understand routes that could be taken to access emergency health care. Table for next meeting discussion.

Dr Caroline was thanked for her update.

Agenda

4. Core Update (Sam)

- Sam spoke about how positive user feedback was at the CORE and suggested that patient feedback could have its benefits too. It was agreed that the PPG notice board in the surgery

Nick Sam



The Calverton Practice Patient Participation Group

<p>could be used for displaying for PPG bulletins – a summary of meeting minutes. All members present agreed that a suggestion box could be valuable in order to collect constructive comments from patients; confidentiality and appropriateness of comments were discussed.</p> <ul style="list-style-type: none"> • It was suggested that the PPG could make a summary of comments for discussion at meetings. Boxes could be housed in the surgery and CORE. This would be trialled for 3 months and reviewed. <p>Nick and Sam are to liaise with the Practice Manager and take this idea forward. All members to consider how to ensure confidentiality and appropriate use – ideas emailed to Nick.</p> <ul style="list-style-type: none"> • The Calverton Food Pantry at CORE is due to be in operation at the end of January (Start date 31st) Sam outlined that this is a pantry, as opposed to a bank, and is open to all; its primary aim is to reduce food waste. Registration membership costs £1/ annum. A weekly cost of £3.50 will then buy a box of food worth considerably more. The Food Pantry is being managed and organised by CORE in partnership with FareShare (a national charity that redistributes surplus food to charities). All premise requirements are almost complete, and volunteers trained appropriately. Several questions were asked of Sam concerning the administration and management of those wishing to use the pantry. It was thought that a ‘reserve list’ might be implemented. All agreed that it would be well received in Calverton and looked forward to its opening. Sam was asked about additional food donations being made from residents e.g. contributions from allotments; whilst the Food Pantry is in partnership with FoodShare it hasn’t the flexibility for this. Sam welcomed this idea as an additional project that CORE could facilitate. • The CORE staff are currently preparing the second part of a lottery bid. • Members of the ICS are to visit CORE to observe their practice. (Dr Caroline possibly to visit) This will support VCSE (Voluntary, Community and Social Enterprise) best practice. • Mental Health First Aid training is available for CORE staff and volunteers (outsourced and available through Notts County Council) • A self help Bereavement Group led by CORE volunteers is organised to begin shortly. <p>Sam was thanked for her full and informative update.</p>	<p>All members</p> <p>Nick / Sam</p>
<p>5. Boots Update</p> <p>Nick reported that he had spoken with the manager of Boots before Christmas. Many people are now using the services of Lowdham pharmacy and so most dispensing and queuing issues have been resolved.</p>	
<p>6. Gedling Health and fitness survey.</p> <p>Nick brought the meeting’s attention to the Health and Fitness survey from Gedling which had been distributed to PPGs. He asked members to consider it for ideas that might be used in our own Health promotions.</p> <p>It was noted that the questionnaire doesn’t record any available green spaces/ leisure parks in Calverton. Dr Wight is to follow this up.</p>	<p>All members</p> <p>Dr Wight</p>
<p>7. Social prescribing</p> <p>Unfortunately, there was little to report for this contracted out service; it does not appear to be working well at CORE – there was a short discussion over the importance of personnel involved.</p>	
<p>8. Well being Fayre</p> <p>Caroline gave a brief overview of how a Well Being Stand might operate at the Village Get Together, which is scheduled for Saturday 14th May 2023. This might include a talk or talks e.g. a nutritionist, although this will depend upon booking the space available. It would continue to include blood pressure checks, that were successful last year.</p> <p>Using the acronym Good News (with NEWS standing for Nutrition, Exercise, Weight and Sleep) she hoped that some elements of these aspects would be included, as well as referring to pillar of</p>	<p>Caroline B /</p>



The Calverton Practice Patient Participation Group

health and wellbeing. Action: The subgroup will book the three combined stands we require and meet to plan the event/ book the specialists needed and to give an update at the next meeting.	Subgroup
9. Inequalities Small Grant application Action: Nick to apply for the grant to fund an event to host a range of experts and organisations whose aim will be to encourage and advise on health and wellbeing actions.	Nick
10. PPG profile / Leaflet distribution Nick made a reminder to distribute the PPG leaflet and asked all to promote the profile of the PPG at any groups that members may attend.	All members
11. AOB <ul style="list-style-type: none"> Nick made the meeting aware of the National Patient Participation Week held in June (May31st – June 6th 2023) Patient Participation Week 2023 He asked all members to be aware of this and suggested that we might use it. Nick asked the meeting to consider days and timings – this was discussed and it was agreed to make the next meeting at the earlier time of 5.30pm – 7.00pm 	Link to website
12. Date of next Meeting / Venue Tuesday 28th February 5.30pm at The Surgery	

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
DES	Direct Enhanced Services
DNA	Did not attend
EPS	Electronic Prescribing Service
GBC	Gedling Borough Council
HCA	Health Care Assistant
ICS	Integrated care system
KPI	Key Performance Indicators
ES	Enhanced Services Staff
LES	Local ES (according to local need)
NAPP	National Association for Patient Participation
NEMs	National Events Management Service – it is the current urgent primary care provider for Nottinghamshire (except Bassetlaw)
NNE CCG	Nottingham and 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 1 st year GP
U3A	University of the Third Age
VCSE	Voluntary Community and Social Enterprise