



The Calverton Practice Patient Participation Group

Minutes of the meeting held on **Tuesday 4th April at 5.30pm** held in the Surgery

Present

Diane Bathgate
Nick Borrett (Chair)
Caroline Borrett
Pat Bosworth
Jackie Guyler
Jan Johnson

Denise Pilkington
Julia Stirland
Jayne Yeomans (Surgery)

Absent

Margaret Briggs
Chris Jackson
Sam Round
Vivien Sadler
Dr Caroline Wight

1. Attendance, Membership and apologies for absence

Apologies were received from Margaret Briggs, Chris Jackson, Sam Round, Vivien Sadler, Dr Caroline Wight, and Bridget Hall.

It was noted that there are three vacancies for the PPG and all were asked to promote the PPG. Leaflets have been distributed to the Parish Council and will be distributed at the U3A popup event in the village square.

Thanks to Pat and Jackie.

All PPG members have now signed confidentiality agreements.

2. Minutes of previous meeting/ matters arising

The minutes of the previous meeting had been made available to PPG members and were agreed as an accurate record of the meeting.

Matters arising – Feedback on the new website. Jayne thanked all who had given feedback, it was appreciated, and changes have been made. The meeting agreed that the website was a good development and well received, it was noted that the PPG is quite prominent on the home page. The website was live from 1st April and Jayne encouraged the PPG to continue to feedback comments. Nick asked that this was done through either himself or Denise.

3. Patient Feedback and boxes

Despite not having the boxes available much valuable discussion was had concerning the placement in the surgery, how they will be monitored and how the PPG will respond to feedback. It was acknowledged that this is a new venture and so will evolve.

Patients will be able post cards into the box; the card will involve a freeform text response from the patient. Cards will be collected regularly and to support the easy identification of rogue postings (possible mis-posting of prescription requests) will be on coloured card. Pat volunteered to make weekly checks.

The location of the posting box can be accommodated quite easily in the reception, and with the PPG information board alongside.

It was discussed as to how the PPG will manage the response to the returns made by patients, whilst it isn't expected that the response will be overwhelming Nick suggested a rota for this. This will be a standing agenda item; a quarterly response to patient feedback will be made using the new website.

The CORE is already promoting and advocating the Feedback Boxes and it was suggested that notice of the boxes could be an item for the next practice newsletter.

Action

- Agenda item and update for the next meeting.

Further actions will be made once the boxes are in situ and being used. Sam has received the boxes and will send out photos, once they are finalised, and approved.

4. Practice update – Jayne

Premises – the building of the new rooms is progressing well and they should be in use by the end of May/ beginning of June. They will be used as clinical rooms offering diagnostic health services; this gives 19 clinical rooms in total. There was some discussion over the kinds of services on offer at Calverton and why they may or may not be held at the surgery. E.g. podiatrists

Staffing – a new receptionist is in post. Dr James Hopkinson will be back in the surgery 2 days a week from April.

Communication - Jayne wanted to inform the meeting about the telephone system and some hiccups the surgery has had, although it is a rare occasion that difficulties occur. The practice is currently working with the

**ACTION
FOR**

Denise
Sam



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telephone company to monitor data and ensure that patients are not cut off; it may also help to identify the preferred surgery number.

The PPG suggested diverting calls. Jayne thanked them for their suggestion. There was some discussion about the number of patients who call in person at the surgery and how they are managed (the surgery does not have an emergency treatment room).

Jayne was able to confirm that the surgery was able to support the PPG with any donations made, thereby removing the need for a Bank Account.

Nick asked about the using Accurx for communication with patients; Jayne confirmed that this will be through the NHS app. There will be training for surgery staff before the launch and Jayne suggested that the PPG might be the first patients. The PPG felt that they would like to support this.

Jayne was thanked for her report.

5. Core Update (Sam)

Despite Sam was not being in attendance she was able to report that Radio Notts visited the CORE Centre to broadcast what Core offers, including the Food Pantry. This was a follow-up feature to the Christmas Tree light Switch on in the village square in December.

6. Village Get Together

Following the meetings held by the subgroup, Caroline was able to report arrangements for the proposed Health Fair.

The Village Get Together and the Health Fair are to be seen as two separate events.

As the VGT is a whole village event, Seaside Themed for 2023.

It is planned that the PPG will run a similar event to last year – with blood pressure checks and blood sugar checks. Whilst Sam has secured a volunteer who will support with blood pressure readings, the PPG will need to be in attendance to promote the PPG.

In addition, the VGT would be used as a means of gathering information, by questionnaire, from Calverton patients as to the kinds of services that they might need information about that would support them to lead a healthier lifestyle.

The surgery has also made a response as Dr Caroline Wight has been in contact with Sam over the topics for the questionnaire. Members of the PPG will be in attendance to distribute and collect the questionnaire.

All members

Action:

- Sub group to confirm arrangements for the VGT including application form for space on the field
- Subgroup to produce the questionnaire
- All members who can be available to sign up to a PPG rota at the VGT.
- Subgroup to communicate arrangements to all members

Subgroup

Caroline explained that collected data would inform the PPG of the services that may be present at the Health Fair. This will be more specific signposting for the surgery patients, rather than a more generic health fair.

Caroline outlined how the Health Fair event may be staged, with several small information stands; there are several professionals who can be contacted, many of whom supported the Health event at Hucknall.

Date - It has been proposed that the event would be held in October.

Venue - Yet to be confirmed. The Village Hall is available in October, Pat was able to suggest that the Parish Council may help with costs for the Village Hall and that the Clerk needs to be contacted. The meeting felt that the Village Hall would be an appropriate venue.

Finances - Venue and costs were discussed – Councillor Boyd Elliot has indicated that he will be able to support the Health Fair but as yet hasn't indicated as to how much. Caroline asked if the practice would be able to support the event financially.

The meeting felt that the Health Fair would be an exciting event. Julia and Sam have been able to secure some 'freebies' to draw residents to the VGT stand – these include Gedling Leisure passes; it is hope that a similar draw can be financed to draw residents to the Health Fair

Pat was able to suggest that the County Council or the Borough Council may be able to offer support - the Health Development Officer for Gedling Borough has offered support with organization.

Subgroup



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Action:

- To confirm venue and date for the Autumn Event
- To collate responses from the questionnaires and contact appropriate providers and services.
- To confirm any financial donations
- Communicate arrangements to the PPG

7. AOB

- A member of the PPG informed the meeting that she was unhappy as she had been challenged over not declaring interests for the PPG at another unrelated meeting. She was advised that the Chair will contact to confirm this is the situation.

Nick

8. Date of next meeting / venue – including the AGM

The next meeting is to be the AGM and will be held in **June**. This will be held at The Surgery at 5.30pm. Nick will liaise with the Surgery as to the exact date.

Nick

There will **not** be a meeting in May.

Additional documents.

- Rota for the VGT – please fill in a slot or slots