



The Calverton Practice Patient Participation Group

Minutes of the meeting held on **Wednesday 24th January 2024** 5.00pm held at The Surgery

Present :

Nick Borrett (Chair)
Caroline Borrett
Denise Pilkington (minute taker)

Also present:

From the practice:
Jayne Yeomans (Practice Manager)

Absent

Diane Bathgate
Pat Bosworth
Margaret Briggs
Jackie Guylar

Chris Jackson
Jan Johnson
Sam Round
Vivien Sadler
Julia Stirland

ACTION FOR

1. Welcome, attendance/ membership and apologies for absence/ new members

Apologies were received and accepted from Diane, Pat, Margaret, Jackie, Chris, Jan, Sam and Julia. Roles for the PPG need to be discussed at a future meeting.

Vivienne has tendered her resignation as she has other commitments. We are very sorry to hear this. There are now four vacancies on the PPG. Look out for new members please!

2. Previous minutes and matters arising

Matters Arising

- The minutes of the previous meeting (**Wednesday 29th November**) had been made available to PPG members and was agreed as an accurate record of the meeting. Denise to send November minutes to Jayne Yeomans for publication on the Practice website.
- From matters arising - Nick noted from the matters arising in the November meeting that the number of morning calls was high. He asked Jayne if this was the current situation – JY felt that despite a high number of calls, the situation was well managed; staff are understanding and generally patients understand the situation. Staff are now encouraging patients to access the 111 number although not all patients understand how this works, or that they may be re-directed back to the surgery with an appointment – if that is felt to be the most appropriate course of action. The telephone system stacks 25 calls. Illness amongst drs makes it more difficult to manage triage list; other doctors in the practice manage triage in addition to their own duties. **The meeting agreed** that the PPG could promote the 111 service – Jayne informed us that there are resources including posters available through the Dept of Health and Social Care and the NHS to support us if we need this.
- From Health and Well Being - Nick noted that the survey undertaken at the Village Get Together, emphasised mental health – and was keen that this would remain a focus over the coming year; events had been suggested by Caroline Borrett in that the PPG could organise smaller events in the intervening year, for example a coffee morning for 30 -40 people, with a narrower focus, and a speaker. This will be an agenda item for the next meeting.
- From Practice update - Jayne Yeomans confirmed that she is now in post as practice manager – although any financial queries or correspondence would be directly to Bridget- Jayne is the primary contact for the PPG.
- From Patient Feedback - Bridget had confirmed that the PPG banner could be displayed in the waiting area however, it must be attended by a PPG member.

All members

3. Practice update – Jayne Yeomans

- **Staffing structure** – The new management structure is now in place and is working well. A Management Assistant is in post - this role is to support Jayne with the managing the practice. A new prescription clerk is in post – Jayne explained the role briefly – it deals with identifying the monitoring and review of medication and supports GPs
- **Communication** – An updated and new phone system is to be installed to improve the patient experience. Government funding has been accessed to support this (system X-on surgery connect). It includes the call back facility and will link with clinical system thereby increasing efficiency.



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Jayne suggested that there may be a possible campaign for using the 01 number as the exclusive phone number.

- CB queried whether there was a national drive for an increased use of statins. JY was unaware of any increased promotion; she spoke about the NHS Health check for 40 -74 years (every 5 years) – health checks are promoted by the practice.
 - CB asked about dermatologists, since Dr Partington left – Jayne is to get back to the PPG on this – but advised to contact one’s GP if there are concerning changes.
- Jayne was thanked for her contribution.

Jayne

4. CORE update

As Sam was unable to attend the meeting, she sent her update by email – thanks for her efficiency.

- NEW - We’re starting table tennis on Wed 28th Feb 10th – 11th
- NEW – Mini Show Mondays – starts Mon 29th Jan 2pm ‘til 3pm and will be last Monday of every month –Singalong show, all welcome!
- Free talk on Lasting Power of Attorney Thurs 1st Feb 3.30pm – 5.00pm. Need to call to register as spaces limited – 0115 8470551
- CORE is now the main collection point for NHS hearing aid batteries

5. Patients Feedback

- The suggestion box was checked – two positive but anonymous comments had been made – no action to be taken. The keys are to be left in the surgery and a pile of blank response forms is to be left on the small countertop. Forms to be collected prior to each PPG meeting. The PPG need to assign the role and/ or rota this.
- PPG to discuss how to promote the feedback.
- A new board has been installed and is the responsibility of the PPG.
- A new leaflet rack has also been installed and the PPG can use.

All members

6. Raising the profile of the PPG - To be discussed at the next meeting.

Next agenda
Next agenda

7. The Vale Connection - To be discussed at the next meeting.

8. NAPP

- It was felt by the meeting that networking with other PPGs would be a good idea going forward – Nick wished to explore how we can best do this.
- A specific PPG member to be asked to be the NAPP link

All members
Next agenda

9. Future Events –not discussed –next agenda

10. AOB

- Jayne gave the PPG privacy notice to Nick – for discussion at the next meeting.

10. Date of next meeting

- **Wednesday 28th February 5.30pm** - the evening and timing were raised; this date has already been circulated to members of the PPG. Further dates
- **27th March** (Easter 29th March – 14th April) *
- **24th April**
- **22nd May** (half term 27th May*)
- **26th June – Suggested date for AGM**
- **24th July** (School end of term 27th July) * ***(Nottinghamshire School Holidays 2023/24)**

The meeting ended at 6.15pm