



## The Calverton Practice Patient Participation Group

Minutes of the meeting held on **Wednesday 29<sup>th</sup> November** 5.30pm held at The Surgery

### **Present :**

**Nick Borrett (Chair)**

Caroline Borrett

Margaret Briggs

Jackie Guylar

Jan Johnson

Denise Pilkington (minute taker)

Sam Round

### **Also present**

From the practice:

Bridget Hall (Practice Manager)

Dr Emma Sherwood (joined the meeting at 5.45 for a short period)

### **Absent**

Diane Bathgate

Pat Bosworth

Vivien Sadler

Julia Stirland

Chris Jackson

## **ACTION FOR**

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

There continue to be three vacancies on the PPG. Look out for new members please! Apologies from Julia, Diane and Pat.

### **2. Previous minutes and matters arising**

- The minutes of the previous meeting (Wednesday 27<sup>th</sup> September) had been made available to PPG members and was agreed as an accurate record of the meeting. Denise to send September minutes to Jayne Yeomans for publication on the Practice website.

### **Matters Arising**

- Privacy notice – Bridget will send anything that is needed to Nick.
- The term for Reception Staff was discussed (September's minutes used the term 'clinical navigator'). The Reception Staff have had training to be **Care Navigators**; Care navigators are members of the practice support staff who have been trained to help patients get the right help from the right place. At the patient's initial contact, they will share details with the 'reception staff' so that the most appropriate support is identified. However, patients still do not appear to understand or know about this. There was further discussion – around professionalism, trust, and confidentiality. Dr Sherwood made the point that another clinical specialist may be better qualified to help a patient. There was consensus at the meeting that it will take some time for this to be established and possible education of the patient cohort. Further feedback will be useful.
- Dr Sherwood spoke briefly about the number of calls taken in a morning and how they are dealt with (e.g. 90+ on Monday). Those who contact 111, because of the finite number of calls taken – are also triaged - and may be referred back to the surgery as part of the process. BMA advice is to have 25 clinical contacts per day, however some doctors have more than this; the practice has to be safe. Continuity is seen as extremely important. ES was thanked for her contribution. Nick concluded that this would be a major discussion for the future.
- Finance - to be covered in this meeting

### **3. Health and Well Being Event Report – held in October – Caroline Borrett**

It was agreed that the recent Health and Well Being Event held in October at The Village Hall had been a success, with much positive feedback from both Stand holders and those attending. Caroline thanked the PPG for 'roping in helpers - including loved ones.' Despite the best efforts of Storm Babet, only three stand holders cancelled due to the storm and its consequences.

The event had many stalls – Sam was thanked for the contact list. The good marketing had reached many people – Julia was thanked for her lead on this. Denise had supplied the tick lists- and thanked for the paperwork!

Caroline thanked the practice for their great support – the ability to reach so many of the patient population, through the texting service, was of benefit; and the presence of the Practice Stand enhanced the event.

The logistics of the event weren't easy; the placing of stands and manoeuvring of furniture - Nick was thanked for his excellent plan, which worked well. It was unfortunate that the Parish Council



## The Calverton Practice Patient Participation Group

had an open event for the new annex as this would have given the HWB event or the Covid Clinic more space.

The Freebie donations from Boots were appreciatively received and thanks were made to Nick and Caroline, who had tirelessly chased these, after the promise from the local Boots Manager.

As all PPG members present were involved with an organisational activity or manning a station, it was unfortunate that the PPG stand couldn't be manned all the time. Caroline suggested that at any future event, there needs to be a member at the stand as the PPG can support the practice with information for the patient population and therefore facilitate a greater understanding of how the practice works.

The survey undertaken at the Village Get Together, emphasised mental health – however Caroline felt that it could be more focused for future events. She suggested that going forward this kind of event would be biennial, and 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. In this way the momentum could be maintained. This was well received by the meeting.

The storage of event paraphernalia was mentioned – and it was felt that there may be space at the surgery for this. Bridget to confirm.

Bridget

### **Finance for HWB Event - Denise Pilkington**

The PPG were grateful for the support of our local councillors, Boyd Elliott- Notts County Council - Lorraine Brown and Jane Walker from Gedling Borough Council. The PPG received £500 from NCC, and £200 from GBC thereby supporting the event to the tune of £700.

The PPG were also grateful for additional support of the PCN, covering the cost of the venue.

Denise distributed a table of costs for the event. Costings were in the main for promoting the event with fliers, posters, and banners (the practice also sent texts reminding the patient cohort of the event). Refreshments were also funded for all stand holders.

As we didn't receive all the funding until just prior to the date of the event – we were unable to take the opportunity of acquiring event merchandise attractions; had we done this we would have reached our budget but not exceeded it.

This means that there will be £302 remaining in the surgery funds for the PPG to use for future events.

### **4. NAPP (National Association for Patient Participation) AGM and Corkill Award**

Nick briefly covered the AGM – held by Zoom meeting earlier in November; Nick, Denise and Dr Caroline Wight attended.

Nick covered the items on the agenda, and questions asked including the amount per patient included in practices' global sum. Nick has given feedback to NAPP.

The Corkill Award was established in 2012 in recognition of a former Chairman, Joe Corkill, and his contribution to the promotion of patient participation for over twenty years. This year the theme was celebrating PPGs working in their wider communities. The national award was contended by 24 patient groups across the country. The final three made presentations following the AGM. Denton Surgery Patients Group were the worthy winner - establishing and running a Volunteer Patients' Transport Scheme and helping patients to get to their medical appointments at the surgery and hospitals. They have also been able to establish social well being meetings working in partnership with social prescribers at the surgery.

Nick has given some feedback to NAPP.

Going forward we feel that we need to continue to raise the profile of the PPG in Calverton in order to reach people.

### **5. Practice Update**

Bridget gave a quick update of the practice.

- There will be a change in the management structure at the practice with Bridget now in post as Business Manager – this is a new post, making the practice more efficient and more robust. Jayne Yeomans will be practice manager; a new post of management assistant has been created too.



## The Calverton Practice Patient Participation Group

The New Year will be the transitioning into the new roles.

BH wants to increase the patient list and will be targeting new and changing households – the PPG are mindful of the building work in Calverton and the increasing number of new homes.

- A new registrar is joining the practice -Dr Malak Rammal
- Bridget reminded PPG members of sending invoices for payments made for the HWB Event.
- It was agreed that the key to the suggestion box is kept with reception so that it can be collected easily.

Bridget was thanked for her contribution.

### 6. Core Update

Sam had to leave the meeting before this point – but was able to send her content by email

- Our Winter Warmers project is underway – free warm items to be given away to those in need.
- We've started 'Tea and Toast' Tuesdays - £1 and it's been very well received so far!
- New Bereavement course starting in Jan – details to follow.
- In talks with Notts County Council to provide face to face drop-in sessions like GBC hold here at Core – first 'drop in' is in January.
- New singing group starting in January.
- Fingers crossed a beginners IT course also for the New Year
- Sam suggested that, in order to get messages across to patients, a brief summary of what we have discussed at PPG meetings would be useful. The three/ four main points could be agreed upon at the meeting and displayed on the PPG notice board in the surgery.

### 7. Patient Feedback

- Nick asked if it would be possible for the PPG Banner to be displayed in the waiting room – Bridget to investigate this.
- Caroline Borret asked PPG members to be mindful of events being organised in the village that the PPG could 'piggy back' on – e.g. church events. This was thought to be a good suggestion to raise the profile of the PPG.

### 8. Raising the profile of the PPG

- Nick would like to have some ideas of where we see ourselves going and distributed some draft objectives for discussion at the next meeting.  
Bridget was asked to find out input from the practice as to what is seen as important.
- Nick distributed a document 'Growing Patient Participation' 21 ways to help your practice thrive. It was felt by the meeting that networking with other PPGs would be a good idea going forward

All members feedback next meeting

### 9. AOB None this meeting

### 10. Date of next meeting

#### Wednesday 24<sup>th</sup> January 2023

It was suggested that dates are set for the fourth Wednesday of each month – the following dates will avoid half terms and school holiday dates- and re-adjust if necessary, in light of people's availability. These would be:

**28<sup>th</sup> February**, (half term 12- 18<sup>th</sup> Feb )

**27<sup>th</sup> March** (Easter 29<sup>th</sup> March – 14<sup>th</sup> April)

**24<sup>th</sup> April**

**22<sup>nd</sup> May** (half term 27<sup>th</sup> May)

**26<sup>th</sup> June – Suggested date for AGM**

**24<sup>th</sup> July** (School end of term 27<sup>th</sup> July )

**(Nottinghamshire School Holidays 2023/24)**

**The meeting ended at 6.55pm**