



The Calverton Practice Patient Participation Group

Minutes of the meeting held on **Wednesday 28th February 2024** 5.30pm held at The Surgery

Present :

Nick Borrett (Chair)
Caroline Borrett
Pat Bosworth
Denise Pilkington (minute taker)
Jan Johnson
Jackie Guylar

Also present:

From the practice:
Dr Caroline Wight

Digital and Inclusion Co-ordinator
for PCN
James Hastings

Absent

Diane Bathgate
Margaret Briggs
Sam Round
Julia Stirland

ACTION FOR

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

Apologies were received and accepted from Diane, Margaret, 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!

DP to
contact
Vivienne

2. Previous minutes and matters arising

The minutes of the previous meeting (Wednesday 24th January) had been made available to PPG members and were agreed as an accurate record of the meeting. Denise to send minutes to Jayne Yeomans.

Any matters arising were to be dealt with in the agenda.

DP

All
members

3. Using the NHS App

James Hastings the Digital and Inclusion Co-ordinator for Nottingham and Nottinghamshire Integrated Care Board was introduced to the meeting.

James spoke about the increased access to digital services, the NHS App and his role in promoting the NHS App. He works with 12 GP surgeries and has face to face sessions for help and support. His contact details are at the surgery, and he has drop-in sessions at Calverton Surgery every 1st and 3rd Tuesday of the month (8.00am -12.00). **His next session is Tuesday 5th March.**

James distributed a Step-by-Step guide to using the NHS App (a similar guide had been given out in 'goody bags' at the Health and Well Being Event held in October '23). Whilst there are several other apps used by general practice surgeries, throughout the country and county, they do not have all the features of the NHS app.

The App can be used to order repeat prescriptions and cancel appointments – thereby reducing the number of DNA. There is the future possibility of making appointments however this is not yet available for all. The App will also be populated with results of tests leading to more informed conversations with a GP. Dr Wight recommended the use.

Many people downloaded the App during Covid in 2020 but may not have registered or updated.

The patient requires an email address and a smart phone. An identification check is made when registering, using passport, or driving licence or the surgery services; this ensures all users have correct, appropriate and confidential information. James can support registration and identification check at his drop-in sessions too. He works with individuals at drop-in sessions but would also make presentations. Members of the meeting suggested perhaps at CORE and possibly u3a.

The App can also give the patient access to details of another person– this will usually be parent/ child or the more vulnerable. All Safeguarding Procedures are in place and closely adhered to.

There was discussion over access to records and the change in accessing information for patients. Historical records are not available on the app; all new records are now uploaded.

It was agreed that we would encourage the patient cohort to use the App.

James was thanked for his interesting and informative contribution.



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4. Patient Feedback

There weren't any responses in the patient feedback box – it was suggested that perhaps a greater emphasis is needed with a highlighted box. Nick suggested that a PPG member presence was needed at the surgery with the pop-up banner. Nick and Denise to coordinate/ make a schedule.

DP
NB

Pat reminded the meeting that CORE also has a Patient Feedback box – Pat is to talk to Sam about this.

PB

A discussion followed as to the timing for PPG members to be present in the surgery and mid-morning onwards on a Tuesday was suggested; this avoids the Monday rush, and patients could also be directed towards James Hastings and using the NHS App.

It was suggested that a session could be arranged at CORE to emphasis the feedback of comments process. It was also felt that a presentation could be made at CORE and possibly the u3a about the PPG and its role.

5. Practice update – Dr Caroline Wight

- **Staffing structure** – a second member of staff has returned to the surgery. The new structure of Business manager/ practice manager is working really well. PCN staff are leaving – Dr Wight was asked if there was a reason for this; she felt that the roles were not easy to manage, as people are 'split between several practices' and have no particular base. Whilst there are no current doctor changes - a new doctor is coming into the practice to learn GP practice.
- **Communication** – Dr Wight mentioned the new phone system that has to be adopted – funding from the NHS
- **Triage difficulty** – there are continuing issues with triaging, due to complexities and an aging population. Pat showed the meeting an article from Newark Advertiser and gives information about the receptionist role. This was well received.
- **Local medical conference** – Dr Wight spoke about a talk from 'Rebuild GPs' whereby general practice was actively promoted in the media. There was discussion over how to promote all the good things happening.
- It was agreed that a session with ideas for promoting the General Practice might be a way forward. Caroline was thanked for her contribution.

6. CORE update

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

- Fund raising Fashion Show on Wednesday 13th March 7:00pm. All welcome – ticket price includes nibbles.
- New litter picking group now started – first session was well attended and over 10 bags of rubbish collected in a couple of hours. Volunteers very welcome – all equipment at CORE (litter pickers, bags and hi-viz vests)

7. 111 Promotion

The 111 number was discussed; the message needs be shared with the patient cohort, particularly older patients, that it is OK to use the 111 number. It is not an 'emergency' number like an ambulance.

8. The Village Get Together

The date of the VGT is Sunday 19th May 2024. All were asked to put the date in their diaries. Date to be confirmed asap

All
members

9. Raising the profile of the PPG

Whilst the PPG has a page on the Calverton Practice website the application and contact form haven't been used.

Nick asked if the most up to date minutes could be checked as the most recent are August minutes; we



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had meetings in September, November, and January.

It was suggested that presentations could be made at CORE and u3a therefore spreading the message and possibly recruiting other members. Pat suggested that perhaps the churches would also be open to a presentation. Dr Caroline volunteered to go to U3A with presenters.

All
members

10. The Vale Connection

Nick has recently been approached by two other chairs of PPG's and feels that there is merit in meeting with them. This the Vale and Torkard – both quite local groups.

NB

11. NAPP

Nick was asking for a specific PPG member to be a link member – this would entail accessing the NAPP website and collating any news and /or important notifications and then sharing with the PPG at the following meeting.

NB

Nick volunteered to speak with anyone who might be interested. Jan is to follow this up – with a suggested contact.

JJ

12. Future Events

A more focused event has been suggested and discussion followed. Caroline B suggested that a smaller event might focus on topical subjects e.g. accessing a GP. However, Nick felt that the results of the survey taken last May should be used, mental health and well-being e.g. the benefits of sleep.

Further discussions required.

13. AOB

- U3A are compiling a list of all groups/ associations that are in the village. This may support the PPG in accessing groups and / or focusing on groups.
- CW suggested the book 'Why can't I speak to my GP?' by Ellen Welch* (Phil Raynor has left a book to read). Many members expressed an interest to read and pass on (Pat to start)

*(UK general practice has reached crisis point. The impact of the Covid-19 pandemic has placed a strain on an already crumbling primary care service, leaving both patients and NHS staff struggling.

Seventy-five years after the NHS was created, Dr Ellen Welch lifts the curtain on general practice. She looks back on the profession pre-NHS, Aneurin Bevan's role in the creation of the service, how the job has changed in the intervening years – particularly since the pandemic – and what the future of the profession might look like.)

10. Date of next meeting the evening and timing

There was some discussion over the timing and day of the week for PPG meetings. Discussion at the meeting felt that reverting to Tuesday nights might be preferred. Denise to mail all members with preferred timing and a preferred Tuesday of the month.

Dates to be arranged.

The meeting ended at 6.50pm