

Minutes of the meeting held on Tuesday 26<sup>th</sup> March 2024 5.15pm held at The Surgery

**Present :**

**Nick Borrett (Chair)**  
 Pat Bosworth  
 Denise Pilkington (minute taker)  
 Sam Round  
 Margaret Briggs  
 Julia Stirland

**Also present:**

From the practice:  
 Jayne Yeomans

**Absent**

Diane Bathgate  
 Caroline Borrett  
 Jak Guyler  
 Chris Jackson  
 Jan Johnson

**ACTION FOR**

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

All were welcomed. We currently have eleven members on the PPG and there are four vacancies. Nick is very mindful of recruitment and asked all members to look out for potential new members.

**2. Previous minutes and matters arising**

The minutes of the previous meeting (Wednesday 28<sup>th</sup> February 2024 ) had been made available to PPG members and were agreed as an accurate record of the meeting. (Village Get together date amended)

**Denise to send minutes to Jayne Yeomans.**

Denise

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

**3. Practice update.**

- **Staffing** – A new dispenser is beginning in post next week. The beginning of April is the date for new registrars to take up post; there are two to start and one to access as a returner. Jayne was able to answer questions around registrars; they typically spend 4 months at the surgery and are a positive addition to the team. The Calverton Practice has been a training practice for many years and registrars are allocated.

- **Communication** – Jayne gave an update on the new phone system which is scheduled to be in place in late summer.

Jayne answered queries. The practice currently has a digital system, and the improved system will give updated features such as; a ring back facility (therefore patients not 'hanging on the phone'), an unlimited queue length (no engaged tone), links with the clinical system, recognisable numbers enabling reception staff can see who is calling and making the cancelling of appointments easy. The updated system should give an improved patient experience.

- Jayne spoke about the Calverton Practice being part of the National General Practice Improvement Programme, in which a facilitator will support a 12-week project to improve how the practice works. The chosen focus for the practice is those patients not attending (DNA). Jayne spoke briefly about the number of DNA appointments- in some months it has been as high as 200 DNA – and how these impact on the patients and practice. The PPG members felt that this could be an area that we could support by reinforcing key messages such as cancelling unwanted appointments. DNA numbers can be shared with PPG members.

**Jayne to arrange the report to be sent to Denise for distribution to PPG**

Jayne

- Nick was able to give positive feedback with reference to reception staff and there was discussion over the 111 number (this is another area in which the PPG could support as it is still perceived by many patients as an 'emergency' contact rather than another NHS service.)

When asked about repeated appts for those patients who may not have a medical difficulty e.g. loneliness, Jayne spoke the practice uses social prescribing and that this monitored through clinical meetings.

- Jayne confirmed that hearing aid batteries are at CORE - patients can be directed there.

Jayne was thanked for her update - it had been a very useful agenda item.

#### 4. CORE update

- Sam reported that the CORE Centre continues to be busy place!
- The Fashion Show has been postponed and is now arranged for Wednesday 22<sup>nd</sup> May – Sam encouraged all to attend
- Support workers for coaching and supporting people back into work, now occurs at CORE every Wednesday; this is funded by the DWP.

There was some general discussion around the work force and sympathy was voiced for those in the situation of looking for work. It was suggested that this is shared with doctors and clinicians at the surgery, Jayne took this on board. Shareware who gives support with clothing for interviews, was also mentioned – Sam to relay this back to the workers.

- Sam confirmed the Food pantry continues to operate from CORE; food banks are at St Wilfrid’s church and the Baptist church in Daybrook (this is by referral)
- The CORE staff continue to access funding for the CORE Centre.

Sam was thanked for her update.

#### 5. Raising the profile of the PPG

- The current PPG board is situated on the left of the reception desk (as patients enter the surgery) The shelf to the right has the patient feedback forms and box. It was confirmed that the PPG pop up sign can be used in the surgery, if there is a PPG member in attendance - storage needs to be found though; we also have A5 info cards to give to patients. It was suggested by those present that posters could be displayed -e.g. DNA

Poster required. All members

- Nick distributed a patient Wellness Survey questionnaire; Julia queried the purpose. Nick had used the categories of wellbeing from the previous questionnaire to confirm that they were still relevant to patients and to support the PPG objective of offering future focused sessions. Nick made the meeting aware that this was a draft and invited input from members. After some discussion during which it was suggested that a question concerning DNA appointments could be asked (see Item 3) and bereavement support.

Nick Julia and Denise

- **It was agreed that Nick and Julia would work in the wording of the feedback questionnaire/survey before sending to Denise for distribution to all members.**
- **Members to send further suggestions to Nick**

- To help increase the profile of the PPG Nick proposed both a PPG presence in the surgery and an opportunity to give the Patient Feedback questionnaire/survey to patients. Tuesday and Thursday mornings are considered better days to attend; there is a less busy waiting room and on some Thursdays James Hastings (NGS App) is in attendance. PPG members can still attend on other mornings. All at the meeting agreed to this – Denise is to send out schedule for sign up.

Margaret, Pat, Sam, Julia, Denise, Nick

- **It was agreed that members would sign up to a schedule to attend the surgery and encourage patients to complete the form feedback and survey.**

#### 6. Future events – The VGT Sunday 19<sup>th</sup> May 2024

- Jayne was asked if she could confirm with Dr Caroline Wight that a similar format of blood pressure and other readings is to be repeated at the Village Get Together.
- Nick asked those who were able to attend the Village Get Together to sign up to a rota/ schedule nearer the time. This would also be an opportunity for further distribution of the Patient Wellness Survey., talking to patients about the PPG and recruiting interested patients. Denise to distribute VGT schedule to PPG members via email

Jayne

Denise

- **It was agreed that all members would sign up for 1–2-hour slot during the day as in previous years.**

Margaret, Pat, Sam, Julia, Denise, Nick

#### 7. NAPP updates

Lots of good stuff from NAPP – needs a reporter to access website and feedback content and/or any headlines. This is a feedback item at PPG meetings. Nick has access details.



**8. AOB**

**Defibrillator** - Pat talked about how concerns and the defibrillators. **Nick to take info from Pat – and bring back to next meeting.**

Nick

**9. Date of next meeting**

5.15pm Tuesday 30<sup>th</sup> April

All  
members

**The meeting ended at 6.50pm**