



The Calverton Practice Patient Participation Group  
Minutes of the Meeting: **Tuesday 3<sup>rd</sup> September 2024**

**Present**

Nick Borrett (Chair)  
Caroline Borrett  
Margaret Briggs  
Jackie Guylar  
Jan Johnson  
Chris Kenny

Frances Leaman  
Denise Pilkington (Minuting Secretary)  
Sam Round  
Julia Stirland (Vice Chair)  
Ian Vanner

**Also present**

Dr Caroline Wight  
Jayne Yeomans

**Absent**

Diane Bathgate  
Pat Bosworth  
Chris Jackson

**1. Introduction and welcome – Attendance/ Apologies/ membership**

**ACTION FOR**

- Nick welcomed all –our numbers have increased – we are now 14 strong with 1 vacancy.

**2. Minutes of previous meeting/ matters arising**

The minutes of the previous meeting had been made available to all members of the PPG and were agreed as an accurate record of the meeting. Denise to send pdf to Jayne Yeomans for publication on the website.

**ACTION: Denise-** To send July minutes to the Practice for publication

**Matter arising**

- Invitation has been made to the new pharmacist to attend a meeting – Nick has spoken with Girish and he will attend once he has settled into the running of the business. Initial feedback is positive.
- NAPP Bulletin – Nick handed the relevant NAPP access details to Chris.

**ACTION: Denise -** To send dates to Girish

**3. Practice update – Jayne and Dr Caroline**

**Staffing and Personnel:**

There has been a change of registrars including a GP new to general practice new.

The more recently appointed practice nurse has now completed all training for general practice.

A new receptionist (male) has been appointed; some discussion followed - would he receive negative comments? The practice is pleased with the appointment.

Following the re-location of a member of the administrative staff, the practice is trialling remote working.

The practice continues to look at roles among the reception staff.

**Vaccinations:**

Flu vaccines have arrived, and clinics are due to begin in October – frontline health workers, and vulnerable patients initially, with the rest of the eligible groups to follow. Children are vaccinated in schools. The practice is not giving Covid vaccinations.

**New phone system:** (key part of the NHS – Recovering Access to Primary care) [NHS Plan for Recovering access to Primary care](#)

Jayne went over some of the benefits that the new telephone system will give:-

- patients will have an unlimited queue,
- the system tells you patient position in the queue,
- there is a call back facility and patients won't lose their position in the queue,
- the system is linked to clinical software: this will give a 'heads up' with notes and info.

It was queried as to whether it is future proof and will cope with the additional housing planned for the Calverton. The new system will cope however, despite a rise in patient population. Dr Wight explained that it is the increase in the complexity of medical needs, now dealt with in primary care, that outweighs the issue of an increase in numbers.

Registration of new patients was discussed – there are boundaries for the practice and the boundary checker can be found on the website.

Jayne and Caroline were thanked for their update.



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### 4. CORE update - Sam

Sam advertised events coming up in at CORE in coming months – there is a good variety of events that hopefully should have ‘something for everyone’.

Tickets are usually sold for these events but numbers attending can become quite limited if tickers are only available at CORE. It was suggested a QR code could support this and mean that more people might access each event.

The Lunch Club has now been successfully launched and is going well. (First Thursday of each month)  
After a questionnaire to CORE users, feedback showed that for 87% of users – it was ‘a reason to get out of the house’. This is what CORE will focus on over the coming year and they will be getting out into the community in Calverton, Woodborough and Oxton.

Sam was pleased that a monthly New Carers’ group is now organised: it begins on Thursday 26<sup>th</sup> September and will meet on the last Thursday of each month. It is supported by a worker from the Notts Carers’ Association. It will offer support and advice to those who are able to attend – rather than running as a self-help group. A pack of information will also be made available. This is for Carers aged above 18.

The support for Young Carers was queried - support for those under 18 is made through the council to support children who are in a caring capacity.

A Bereavement group is about to commence - held at the Baptist Church. A lead for the sessions is in place but Sam asked the meeting if there was anyone who could offer help in a supportive role: this would include welcomes, making teas and coffees and possible emotional support.

**Please email Sam for further details if you can help.** The group will meet on a Wednesday evening and will lead to a follow up group ‘Rediscovering You’ in January.

The meeting thought that this was a great package! Nick thanked Sam for her full update.

Donations of home grown vegetables and fruit are still being accepted to support the Food Pantry – Nick encouraged those who could, to do so.

### 5. PPG Focus – Workshop/ focus groups with – insomnia as first topic

Nick distributed a summary of his research of some organisations (there are many!!) that offer support for those with insomnia/ sleep disorders and difficulties, including costs. He looked at five including the Notts ICB.

His recommendation out of the organisations is Sleep Station – (it was the route recommend by the practice; however, this isn’t the case any longer.) He has accessed this purporting to be an insomniac and has been sent 30+ emails of support over the last 3-4 weeks. The supporting free programme begins with an introductory Webinar – the follow up support means that within 3-4 weeks the patient should be able to identify their sleep patterns and begin to understand how to alter those to help with sleeping.

Nick suggested that the 2-hour event would use the Webinar as a support, after an introduction from Dr Wight or possibly Roger Lloyd (Primary Care Mental Health Nurse) who works within the Calverton Practice, about good sleep hygiene- possibly with printed materials available.

It was agreed that this would be a good starting point for the event; with a break/pause in showing the webinar- at 45-minutes, the webinar was considered long. The break could be for refreshments; this could be an opportunity for people to talk about/ discuss sleep deprivation.

It was emphasized that the PPG are not recommending a course of action – it is signposting event.

The Community Unit at The Village Hall has been provisionally booked for Wednesday 9th October between 5.30pm - 8.30pm (event time 6.00pm- 8.00pm) This should qualify for a 50% reduction in hire charge. (Application to the Parish council made)

#### **ACTION1 Nick and Caroline**

To ask Roger for support at the event on October 9<sup>th</sup>

**Signposting resources to be identified and accessed.**

#### **ACTION 2 Denise**

To confirm Community Hall Booking



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The unit does not have any AV equipment for showing a webinar, however Caroline Wight has access to projector, laptop and screen. CORE has speakers. Ian Vanner suggested a set up trial – Nick to liaise with Ian, Sam, and Caroline W.

**ACTION 3 NICK**

To liaise with Ian, Sam, and Caroline W for AV setup trial to ensure that it all works!

Permission will be required to show the Webinar to the public.

**ACTION 4 Nick**

To confirm permission from Sleep Station

Advertising and promotion were discussed.

**ACTION 5 Caroline W**

Mjog (the practice texting service) was suggested, and Caroline W agreed – Caroline will confirm the number of characters, work on the wording and suggestions made by the meeting and liaise with Nick. The text can be sent out in advance and a further text with more details sent nearer to the event date.

To organise the text wording for Mjog. To liaise with Nick.

It was agreed that there won't be a huge promotion in the community, as hopefully the mjog message will generate 40 names. A few flyers and posters in Calverton, Oxton, and Woodborough. To be reviewed at the next meeting.

**ACTION 6 Julia?**

To generate posters advertising the event.

The practice will take names – capacity of the room is 40.

**ACTION 7 Caroline W**

To organise the 'Attendees list' to a maximum of 40 – through the practice reception staff.

Nick presented a list of jobs to consider if members are available and able to support the event. Members did sign up to jobs – Nick thanked all who could do this at this time.

**ACTION 7: Jobs list.**

Book room and av equipment	Denise to confirm booking
AV Equipment	Ian, Nick, Sam and Caroline
Promoting event- flyers posters	Julia, Denise, Nick
Booking places and info to delegates	Practice staff
Preparing room for event	Chris K, Frances,
Welcome at door, info handouts	Julia, Caroline
Introducing the event to delegates	Dr Caroline Wight / Roger Lloyd?
Speaker/ facilitator for event	Sleep Station
Refreshments	Sam, Jackie
Clear up room	Frances, Chris K, Jackie
Feedback form	Caroline B

There is money left in the PPG account that will cover the cost of refreshments for the event. A budget of £30 was suggested by Nick

6. **AOB** – None

7. **Date of next meeting** – Tuesday 1<sup>st</sup> October 5.15pm The meeting room at the surgery.