**COMMUNICARE**

(Wansford & Kings Cliffe Surgery Patient Participation Group – PPG)

42nd Annual General Meetingat 5.30pm on Monday 15th April 2024

at Kings Cliffe Active

**PRESENT** – Dr Rhiannon Nally (Senior Partner), Kirstie Lawes Practice Manager,

**Organising group:** David Parkes (Chair), David Hellard (Vice-Chair), Lindsey Freeman (Treasurer), Clare Wagstaffe, Pauline Pitcher, Peter Philipp, Philip Wright,

**Patients:** LornaHellard, Russell Pitcher, Sandra Claughton, Jeff Claughton, Alan Wensak, Elaine Flack, Roger Flack, Jo Smith, Bernard Kane, Peter Collyer, Ann Wood, Peter Wood, Janet Clarke, Pippa Fairhall, Simon Fairhall

**APOLOGIES** – Dr Helen Eastwood, Annette Johnson, Arlene Peterson, Chris Peterson, Wendy Spencer, Helen Wright, Liam Rushton

The Chair welcomed everyone to the 42nd AGM and in anticipation thanked Dr Rhiannon Nally and Kirstie Lawes for attending and speaking on behalf of the Practice, and Simon Fairhall for the use of Kings Cliffe Active.

Dr Nally spoke about the current position regarding the Practice:

The Practice’s Patient List is currently at 10,500 patients and has been increasing at the rate of 100 new patients per week. Consultation rates have increased nationally by 20% since pre-Covid times. Like all Practices locally, the Patient List is now closed informally and both the Local Medical Committee [LMC] and the Integrated Care Board [ICB] have been informed. A formal application to close the List has been made to the ICB, linked to an expression of interest in expanding the Practice’s estate in order to accommodate more staff and therefore more patients. The size of the patients’ car park is also a limiting factor.

Dr Nally commented on the diverse skills of the Practice Team and detailed the positions and roles which the Practice is currently seeking to fill, including that of a new Partner and a Family Planning Service.

The Well-being Team is increasing its scope with complex patients (those who are subsumed by illness) and the services of a Mental Health Occupational Therapist.

Patients who are seen frequently are now being helped by a Care Coordinator.

The Practice is able to offer on-the-day triaging and treatment through the Advanced Nurse Practitioners and Paramedics.

Patients who have (painful) peripheral arterial disease are being helped using an exercise programme devised by POSH (Peterborough’s football team).

Dr Nally drew our attention to the NHS promotion of ‘Pharmacy First’ through which straightforward, self-limiting and uncomplicated conditions can be treated; they were formerly dealt with by Primary Care.

The effectiveness of these approaches are being monitored through significant event meetings, death audits and every day one of the doctors being responsible for supervision and training.

The Practice is usually meeting the NHS target for face-to-face appointments of 2 weeks.

Phone ‘pick-up’ is less than 2 minutes.

Both the Practice and the Pharmacy can be contacted via the web-site and telephone.

Dr Nally then spoke about the research activities of the Practice:

It is 4 years since the Novovax trial with 200 Practice patients, since which 2 studies of Moderna vaccine and 2 RSV studies (respiratory syncytial virus – a winter virus) have taken place.

Further studies are in the pipeline using the same technology as previous Covid research, eg, norovirus, pneumococcal virus, urinary tract infection.

The Practice is looking for high-risk patients to trial an injectable lipid-lowering substance which reduces cholesterol.

There is also a colorectal screening study using a blood test to identify biomarkers for the early detection of bowel cancer.

Through questions from patients:

The Practice is developing a Research web-site which will include all of these studies.

After 3 appointments in a year where the patient ‘did not attend’, they are written to and allowance is made for extenuating circumstances before removing them from the Practice’s patient list.

The garden at Kings Cliffe Active is being encouraged by the Practice to aid well-being.

On behalf of all patients, Clare Wagstaffe thanked the Practice for the effectiveness and efficiency of the ‘flu ‘drive-through’ clinics at KCA, and the Practice’s informative web-site.

At the invitation of the Chair, Jo Smith spoke about the activities of Healthwatch, especially in monitoring both Hospitals and Medical Practices and the feedback it receives from patients.

To end this part of the proceedings, the Chair thanked Dr Rhiannon Nally and Kirstie Lawes.

Prior to the AGM, both the Chair’s Report and the Treasurer’s Accounts had been sent to all patients on the Communicare Circulation List. This comprises all those patients who have notified the Practice that they wish to receive information from the PPG.

The Report and the Accounts were accepted by the meeting.

The seven members of the organising group were happy to continue; no-one demurred against this. In addition Dr Janet Clarke and Bernard Kane were willing to become members of that group.

The Chair asked for topics for future meetings of the PPG; the results of the ‘Friends & Family’ survey was suggested. Other topics would be welcomed.

No decisions were made on future dates – it will depend on what has happened in the meantime and any information will be circulated as soon as it becomes available.

The Chairman thanked all those present for attending and the Practice Staff for their contributions (after a very long day for them) - the meeting concluded at 6.30pm

1 May 2024 David Parkes