

# *Stenhouse Medical Centre*

## **Patients Participation Group**

**Minutes of the meeting held on Wednesday 22nd January 2025 at 14.00hrs**

**1) Present**

Peter Newton (PN) Chair, John Shaw (JS), Sue Barnes (SB), Rosina Taylor (RT), Francis Christie (FC), Christina Wilson (CHW), Barry Elliott (BE), Jane Quarton (JC) and Caroline White (CW).

**2) Apologies** – Had been received from Valerie Stephens, Mike Newman, Norma Edwards and Melanie Yorke.

**3) Introductions** – PN welcomed and introduced Mat Parr to the meeting. Matt informed the meeting that he was the Community Health & Wellbeing Champion Coordinator for Nottingham South, covering Broxtowe, Gedling & Rushcliffe. His main role was to provide information and assistance to members of the community to help improve their lifestyles. A regular newsletter is issued containing important health messages. Copies of the newsletter can be obtained by contacting Matt on **07890438746** – or via e/mail: [Matt.Parr@nottsc.gov.uk](mailto:Matt.Parr@nottsc.gov.uk). He is also looking to attract more individuals to help as volunteers.

**4) Minutes of Meeting Held on 6<sup>th</sup> November 2024** – the minutes were agreed.

**5) Matters Arising**

- i) **Stenhouse Website** – MY had confirmed that copies of the minutes would be attached to the Stenhouse website in due course.
- ii) **Help Fix the NHS** – PN informed the meeting that the script prepared by the group had been taken to the PCN meeting by MY. The PCN were not able to accept / approve the script but had provided a link to [change.nhs.uk](http://change.nhs.uk) – a web site provided by the Department of Health to enable individuals and groups to forward their thoughts on improvements for the NHS. PN had accessed this website and found that it was very *user unfriendly*, a 15 - page questionnaire to start with, which required the user to have specialised software to enable them to input information. It would appear that the level of bureaucracy in the NHS has not diminished despite having a new minister in post.

**6) Practice Updates**

- i) **Staffing** – CW confirmed that a new GP would be starting next week. She was a newly qualified GP. There were no other changes to the staffing levels.
- ii) **Appointments/Accurx** – MY had provided the appointment spreadsheet which detailed the percentage of face to face versus telephone/home visits. CW pointed out that due to the complexity of some patients health conditions GPs were having to spend more time with each patient, which in turn reduced the numbers of appointment available each day.
- iii) **DNAs (Did Not Attend)** MY had provided the DNA spreadsheet which indicated the current figures was 2.30% for the previous months. The question was asked do the practice investigate and record the reason for patients non attendance. PN said he was not aware if this was done but would raise it with MY for a response.
- iv) **Frailty Support Session** – CW informed the meeting that the practice was inviting a number of patients, who may have had a fall or may be at risk of a fall, to attend this session on the 22 February and would appreciate a few members of the PPG to help with meet and greet. PN, SB, & JS were available to help out.

7) **Digital & Social Inclusion Coordinator** – **MY** had raised this with the PCN who had confirmed that additional funding was now available to recruit a new Coordinator. **JS** asked if this new post would now be a full-time role. **PN** to raise this with **MY**.

8) **Any Other Business**

- i) **Contra-Reaction from Over-the-Counter Supplements** – **SB** raised her concerns over the number of adverts on various internet platforms and TV promoting a variety of supplements. She thought that patients should be made aware that many of these supplements could have an adverse reaction with prescribed medication. **CW** said that the practice had provided information on this previously, she said that she would ask **MY** to look into how the practice could/should deal with this.
- ii) **PPG Support Forum - Andrew Oxnard** – **PN** informed the meeting that he had been contacted by Andrew, who works for Gedling Borough Community Voluntary Services, with regards the setting up of the above forum with an inaugural meeting taking place on 17<sup>th</sup> January 2025 on TEAMS. **PN** had attended the forum, (which is where Matt Parr had introduced himself and been invited to attend the PPG meeting). Further forums would be held – the next one in approximately 3 months time. Any member of the PPG who would like to attend any of these Forums should forward their name to **PN** so he can let Andrew know.
- iii) **Repeat Prescriptions** - **PN** asked how patients are made aware of when they are due for a medicine review. In some instances, it is only when patients attempt to order on-line a repeat prescription that they are informed by the system that a repeat prescription is not available. This requires the patient to make a medicine review appointment, which could result in the patient running short of medication. **CW** informed the meeting that the practice would ensure that patients would never run short of medication. She said that the practice was trying to align medicine reviews, blood test, and other health checks with patients date of birth. **PN** asked if it was possible for the patients review dates to be an integral part of the prescription renewal process on the NHS app. **CW** said she would ask **MY** to look at this. **FC** said that the pharmacy that he uses include the review date on the prescription form that the pharmacy includes with your medication.
- iv) **Hand Sanitiser** – **PN** asked **CW** if there was a reason why the hand sanitiser in the lobby had not been reinstalled following the refurbishments. **CW** said that she would ask **MY** to look at this.

9) **Date of Next Meeting**

**Wednesday 12th March 2025 at 14.00 hrs.**