



The Calverton Practice Patient Participation Group

Minutes of the Meeting: Tuesday 25th February 5.15pm 2025

Present

Nick Borrett (Chair)
Caroline Borrett
Margaret Briggs
Jackie Guyler

Also present

Chris Kenny
Frances Leaman
Denise Pilkington
(Minuting Secretary)

Absent

Diane Bathgate
Pat Bosworth
Chris Jackson
Jan Johnson
Sam Round
Julia Stirland (Vice Chair)
Ian Vanner
Dr Caroline Wight

1. Introduction and welcome – Attendance/ Apologies/ membership

- Nick welcomed all those in attendance.

Apologies had been received from Pat Bosworth, Chris Jackson, Jan Johnson, Sam Round, Julia Stirland, Ian Vanner and Dr Caroline Wight.

- Girish Lad had responded to the invitation to attend and was expected later in the meeting

ACTION FOR

2. Minutes of previous meeting/ matters arising

The minutes of the previous meeting, held on January 28th January 2025, had been made available to all members of the PPG and were agreed as an accurate record of the meeting. Denise to send pdf of meeting minutes to Jayne Yeomans/ Rosalyn Ward for publication on the website.

Denise

- DNA – monthly figures, this is now a standing item and Denise to contact Rosalyn Ward for monthly and updated figures. Texts to patients were briefly discussed and most of the meeting agreed that a text after a missed appointment would support the surgery.
- WhatsApp as a choice of messaging was a popular choice for use by the PPG; those not on the member list were asked to contact Margaret or Denise (admin)

3. Terms of Reference document

The most up to date document has been sent out to all.

There was discussion over the purpose of the PPG – with members feeling that an important aim is to fundamentally support the practice with feedback to improve health outcomes for the practice patient cohort.

This led to discussion over what feedback is required - it was felt by some members that the main issues are access to the practice and patients sharing information with the reception when phoning for an appointment. It was raised as to whether these would be sensible places to start with a survey?

It was suggested that the group perhaps needs a more structured approach with direction/ suggestions being practice led i.e. what do the partners need feedback on? Should there be an annual survey?

There was further discussion as to how best to seek and find feedback. Several avenues were considered: the use of Mjog (the practice texting service), the current feedback forms in the surgery, Health Events, coffee mornings and the 'Village Get Together' event.

It was agreed that, to gather the greatest number of responses, there should be several different ways of promoting patient feedback requests.

Nick volunteered to bring a discussion paper to the next meeting that would include ideas for survey and how to collect the data.

The use of the screen as a vehicle to promote the PPG was briefly discussed but not considered a priority.

Previous ideas of how to support the practice with information dissemination e.g. promote one idea from each meeting and displaying it on the PPG message board would need to be discussed at another meeting.

Actions -

- Discussion paper – ideas for surveys and collection of feedback – Nick
- Practice Partners to identify/suggest feedback required
- Terms of reference to be adopted at the AGM

Nick

4. Practice update - Apologies received – no practice update for this meeting

5. CORE Update - Apologies received - no CORE update for this meeting



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6. NAPP newsletter/ bulletin

No report

7. PPG Video idea for surgery

A video made at the Village Get Together was suggested but not considered a priority, in light of collecting patient feedback

8. Feedback from Nick- CQC

Nick was able to report a positive interview with the inspector – he had spoken about the PPG fulfilling the patient/ practice link e.g. the suggestion/ complaints box and getting feedback.

He was able to confirm that a member of the practice is usually in attendance.

9. Calverton Village Get Together

Confirmed date Sunday 18th May 2025

The event to be used to connect with the patient cohort and possible survey/data collecting.

10. Insomnia/Mental Health – discussion ideas etc

No discussion

11. AOB

Girish Lad was welcomed and joined our meeting; he was very keen to hear of any feedback of the pharmacy since the take over from Boots. He understood that there were concerns from customers and users of the pharmacy and wanted to hear these as this was the way to improve the service for all.

Girish explained that Lowdham and Calverton are very different stores, with Lowdham being a busier pharmacy. He is working hard to overcome the difficulties that he has inherited, as well as the national issues of manufacturing and pharmacy funding.

The building and store layout are problematic and Girish is working on improving the systems required for prescription location. He has been fortunate to be able to use his staff from Lowdham to support the transition and training in order to develop a well trained and professional team; more staff on counter service mean that queues are much reduced. It takes about 48 hours to turn a prescription around.

The concern of confidentiality was raised when confirming identity for a prescription - Girish acknowledged this and is working on a solution.

He was pleased to inform the meeting that the Calverton pharmacy should have the contract for Covid vaccinations, which means a local service can be provided.

Nick suggested that perhaps Phil Raynor may promote/ support the pharmacy in the practice newsletter

Girish is aware of how social media may be used to criticise. Members of the PPG were able to relate positive experiences of the pharmacy too.

12. AOB

It was brought to the attention of the meeting that the "NHS lung check letter" sent by the NHS appears to have been sent to some individuals who are not smokers. This blanket approach – rather than using data to target - was seen as a poor use of NHS funding.

13. Meeting ended 18.45

14. Date of next meeting Tuesday 25th March 2025 5.15 pm at The Surgery.