

8/19 BHG PPG meeting Monday 8th July, 2019 2.00pm at Cotgrave Health Centre.

Present; Richard Stratton, Stuart Alexander, Fay Hayward, Denise Bowler, Stella Roberts, Samantha Pritchett, Sue McFarlane, Mike Cox, Helena Arnold, Sue Knowles, Norma Furnell, Gill Handcock, Sheila Markham.

Apologies; Trevor Simpson, Jon Hermon, Barbara Shaw, Sarah Craig, Judith Swann

Agenda

- Welcome, housekeeping, apologies
- **Introductions made.**

- Update from BHG ; extended hours appointments, triage by reception staff, PPG slides on tv screens
- **Extended hours had to happen quickly; appointments available until 8.00pm Tuesdays at Bingham, Wednesdays at Cotgrave, Thursdays at Cropwell Bishop.**
- **Enhanced extended hours continue across Rushcliffe. Appointments Monday and Thursday at East Bridgford, Tuesday and Wednesday at Castle, Friday at Keyworth can all be made via patients' own surgery. Weekends are at Castle, can be made during week at own surgery or at weekend via 111.**
- **Triage by reception staff directs patients to GP or practice nurse – thus far well received.**
- **PPG recruitment slides may be available from Nikki Lucas – SM will investigate.**
- **Staff were asked if it would be possible for test result phone calls to be made to patients as soon as possible. Currently, no call is made unless a doctor wishes to see the patient at some point, leaving others wondering about their results and not knowing if they've been returned. Staff will look into this.**

- Bingham group
- **Numbers have shrunk for a variety of reasons, but new people have joined – Fay was welcomed. They will look to recruit and help was offered by other sites.**

- Update from PPG
 - **Website discussed extensively by all, and condemned as difficult, outdated and not user-friendly – to be fed back to JH**
 - **Open meeting – see below**
 - **Will need to hold an AGM this year**
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- Next PPG meeting for patients
 - **Next open meeting planned for September – Helena nominated Thursdays as best evening. Topics of family first aid, or What your Pharmacist can do for you, plus minor illnesses from nurse practitioner being explored. GH will contact BS regarding this.**
 - **NHS England is consulting on Digital-first Primary Care (see NHSE website) closes on 23rd August. Discussed implications for general practice – all advised to read and consider.**
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- **Next meeting – Monday 4th November 2.00pm at Bingham Health Centre**

PPG session

- Brief overview of PPG purpose
 - **For the benefit of new members.**
 - **Constitution being updated by GH and SM – will be circulated**
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- Open meeting plan
 - **Discussed at length – see above**
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- Bingham group
 - **Support offered, new members will work with Stella**