

9/19 BHG PPG meeting Monday 4th November, 2019 2.00pm at Bingham Health Centre.

Present; Denise Bowler, Stella Roberts, Fay Harrison, Sue McFarlane, Nikki Thomas, Norma Furnell, Sue Knowles, Trevor Simpson, Stuart Alexander, Sheila Markham
Apologies; Gill Handcock, Jon Hermon, Sandra Besson, Barbara Shaw, Sarah Craig, Helena Arnold.

- Welcome, housekeeping, apologies
Introductions made
- Constitution - ?accept
An amended document was introduced by Fay, elicited discussion, changed version to be taken to site PPGs for discussion – needs to be ready for adoption by next meeting.
- Update from BHG ;
Flu clinics
Largely successful and well-attended. Some vaccine shortages occurred initially. Mop-up clinics by appointment and children – by appointment currently happening. BHG thanked PPG for their help and input.

Staffing

Practice nurses and HCAs on maternity leave, plus leavers means current nursing shortage. Recruitment in hand, national shortage of nurses, including experienced PNs. Result is some reduction in appointment availability. Bingham currently has an agency PN twice a week.

website and archiving,

Still a major issue, Jon is aware

late evening appointments - ? dispensary access.

Enhanced hours appointments popular and well used. Dispensary closes at 6.30 pm at all sites – patients take Prescriptions to retail pharmacy or wait till next day.

Social prescribing

Lets Live Well in Rushcliffe (LLWR) contract finished to everyone's dismay.? When NTU evaluation of service

will become available. Little yet known about social prescribing due to become available ? when.

Abusive patients increasing - ?policy

Increasing problem at all sites. Practice policy is displayed at reception, offenders removed from waiting room. Discussion re resilience training for reception staff. Police walk through waiting area at Cotgrave on ad hoc basis.

Reception staff training for signposting- confidentiality issues

Staff have had sign-posting training last year ie recommending pharmacy, nurse appointment, etc.

Use of texts as reminders - ? for events

Managed by Jon, who will be requested to remind patients as appropriate – next event is Carers Drop In at Cotgrave on Monday 18th November.

Direct contact for messages on TV screens

Not discussed

GP registrar training re PPGs

Not discussed

- ‘Waste reduction’ initiatives within BHG
Not discussed at meeting, however, further to this, dispensary has inhaler-recycling box available to patients. Jon welcomes suggestions for further initiatives in this area from PPG
- BHG policy on; sites/clinics for minor ops, joint injections...
Minor ops not currently available at Bingham, but patients are offered other sites for treatment. Joint injections available at all sites, plus family planning.
Physicians’s associates
Role currently unclear in primary care – currently no plans to use this practitioner in BHG.
- Update from PPG;
open meeting,
Held at Cotgrave, around 20 attendees, so worth doing. More to be held next year.
Carers’ monthly meetings on rotation – involvement of Carers’ champions
Carers Drop In next at Cotgrave on Monday 18th November, 10.00 – 12.00 This will include 2 workers from the advice centre who will help carers with benefit

issues. Members of the Carers Hub will also be in attendance offering advice and support.

It is hoped that with input from the 3 surgery Carers Champions a rotating Drop In event will run throughout the year – to be arranged by PPG, with Bingham next in New Year. Denise offered use of large meeting room for this.

- Any other business **None –BHG staff left to work**
Date and venue of next meeting
NB - Please note change of date;

Monday 9th March 2.00 – 4.00 pm at COTGRAVE HUB

PPG session

- Communication
Elicited much discussion, individuality of each surgery being preserved. Fay offered to be point of contact for Bingham, (now confirmed). Bingham group will try to send someone to RAPID (RA) meetings, no specific nomination. (Nikki Thomas attended RA and is on distribution email list) Sharing of notes, information, etc between 3 groups warmly welcomed.
- Newsletter – contents, distribution
Cotgrave group create this – welcome material. Next letter due December. Jane Woods (janewood_2000@yahoo.co.uk) is main contact.

Recruitment

PPG recruitment slides will be on all tv screens later this Month, courtesy of PartnersHealth. Potential open meeting to recruit more members in new year between all sites.

- AOB
Carers Drop In publicised by Sue Knowles – posters have been emailed to all 3 team leaders for waiting room display.
New health message – Helping you to help yourself – material packs now at all sites, PPG members will mount the displays on PPG table and triptych.

