

# **Willington Medical Practice Patient Participation Group (PPG)**

**15<sup>th</sup> November 2022 (held by 'Zoom') 11am**

The minutes of the last update have been approved by the group electronically and will be displayed on PPG notice board and surgery website. HG to print copy for PPG noticeboard. At the last meeting held in July there was no quorum so no minutes prepared.

## **Present**

Sara Bains, Chris Baker, Lynne Clay, Gillian Gahagan, Holly Goodrich (Practice Manager), Pete Horridge (vice chairperson), Sally Lovatt (secretary), Barbara McCardle, Sheila Napier

## **Apologies**

Margaret Hooley, Jo James, Linda Murray

The Vice-chair, Pete Horridge, welcomed everyone to the meeting.

The group were pleased to welcome Gary Stoppard, Social Prescriber, and Jo Smith, representing Willington Coffee and Company, to the meeting.

The Group were very sad to hear that Maisie Trotman and Sue Carter have decided that they are no longer able to contribute towards PPG and would like to thank them both for their support over the years. They have been valued members of the committee and will be missed.

## **Margaret Hooley**

Margaret has asked to step back from her role as Chairperson due to many commitments. Margaret has contributed so much to PPG over the past decade and her experience in healthcare proved to be invaluable to the group. The words thank you do not truly express our grateful thanks to Margaret for all she has done. Margaret will continue to support PPG when needed, for example, CQC inspection visit for the surgery which is imminent.

Peter Horridge, vice chair will chair the meetings until the next AGM in May 2023.

## **From the last and previous meetings**

### **Website**

Update from HG: A new website is planned and Holly has asked for feedback to links provided (by email to members) and a questionnaire is to be devised to ascertain the importance of various functions to patients. Target for website is mid-December.

### **Clinical Support at the Surgery**

HG is trying to promote the support for patients as an alternative to GP or nurse appointments. Plan for poster display, information leaflets and questionnaire to assess the extent of patient awareness. Generally, it was agreed that questionnaires and feedback are requested so often that we have questionnaire/feedback 'fatigue'. Questionnaires are a requirement and the surgery has certain Quality Assurance targets. PPG members agreed to trial the questionnaire relating to Healthcare Professionals supporting the Surgery Clinicians.

Feedback was generally positive and some small amendments made.

### **Treasurer's report**

£4812.32 C/A and £20.47 petty cash. There are outstanding invoices for two Zoom meetings held as Zoom Pro for extended meetings and PH will forward invoices to JH.

### **Coffee and Company**

Jo Smith explained to the group the purpose of the 'Coffee and Company' Group held at the Dragon in Willington on alternate Thursday mornings (next meeting Thursday 17<sup>th</sup> November) at 10.30am. This was very successful before 'Lockdown' but since reopening numbers have been very low. The group is open for anyone and is to encourage those feeling lonely to come along and have a coffee and chat. The term 'lonely' is difficult and to ensure there is no stigma to attending hence the group is inclusive to anyone. There is a nominal cost of £1.50 and the Dragon are very generous in their support.

It was suggested that Social Prescribers could mention to patients

Sara reported the efforts of South Derbyshire efforts to support connectivity and South Derbyshire CVS Social Connectedness. Sara also offered to do a leaflet drop in Willington to support group.

Lynne offered to promote on Milton Whatsapp group, although transport may be a problem.

Lydia Alty, social prescriber, holds a coffee morning in Willington Village Hall

Gillian mentioned the monthly library open in Willington Church on first Wednesday of every month 10.30-12 noon.

Suggestions to promote Coffee and Company include Resource, local newspaper, village newsletter.

Holly said group would be promoted by surgery.

### **Practice Manager's Report- Holly Goodrich**

Welcome to the new members of the Willington Surgery PPG, we really appreciate your support at the surgery.

I started by last update with "we have a new health minister" well since then we have another new health minister and one that is now in the jungle!

The main impact currently is as it has been for a while (and the forecast will be for a while yet) the waiting times at the hospitals meaning primary care is having to hold and service patients that previously we would see a couple of times then referral to the correct department and they would take over that care. Now we have patients (who need care and support) still needing appointments with ourselves for better pain medication or just support (as waiting and worrying heightens anxiety) 12 months currently after we referred. The estimate is that an extra 20% of patients are being supported while awaiting referral which adds to GP workloads (which is already overworked) We have been told there is no point in us writing to the consultants (which we have always done) to try and expedite a patient as the hospital do all the triage. As much as this is an impact on the surgery, the impact on patients is far worse; I was told the waiting time for adult ADHD referrals has gone in the last 2 months from 2 years to 4 years.

So, what is the solution; a magic wand maybe? The only way this will ever get "fixed" it to fix social care; as this is fundamentally the issue for all departments – plus the small issue of workforce. Maybe the newest health minister has something magical.

## STAFFING

We are still recruiting for more non-clinical staff – we took on 2 new people in October; Colette and Laura into the reception team and are hoping to 2 more which we are currently interviewing for. Nurse Kim who is a long-term conditions diabetic specialist nurse is also now working for us on an additional day (Monday and Tuesday) and will help us to try and catch up with reviews.

In the additional roles programme, we are now working well with Derby County Community Trust for our Health and Wellbeing coaches

<https://www.derbycountycommunitytrust.com/programmes/health/health-and-wellbeing> and they offer:

- 6 months free person-centred physical activity programmes
- Sessions delivered in local venues across the PCN south footprint
- Social events/coffee and cake mornings
- Health eating advise
- Weight management advise
- 1-2-1 and group work support
- Access to DCFC incentives (i.e. match day experiences/tickets)

Some of these activities are based around the Marina (the walking group) and also at Findern Village Hall. Currently patient can only be referred via a clinician (GP, Clinical Pharmacist, Nurse) but we are hoping to get it that patient can self-refer soon.

New website, see above

Also, we are looking to get an online form for patient registrations which means it will be easier to collate information into the surgery and people can do it from home. The aim is to get this live for the new year.

**FLU CLINICS** have gone very well again this year; we still have plenty of vaccines and appointments for anyone aged 50 and over or 18 – 49 with underlying health conditions who hasn't had their flu jab yet as the expectations are this will be the "bug" this year, which we are already seeing in the community and in the team.

## ONLINE ACCESS

There has been a lot of noise in primary care over the last year, as 3 years ago it was announced by Matt Hancock that all patients would have full online access to record, this would bring us in line with health providers in the rest of Europe who the patient is the Data Controller and holds the access to their records completely and has been in place for years. Then the pandemic hit and this was shelved till April 2022 – after lots of legal push back due to the CRM system not being user ready it was then pushed back till 1<sup>st</sup> July 2022. Once again it was pushed back as the system and also issues around documentation from 3<sup>rd</sup> parties and anyone who already had full online access would lose it; finally, we got the date of 1<sup>st</sup> November 2022.

As a surgery we have done everything required for safeguarding although this is still a very big concern for people especially if someone finds themselves in a coercive relationship being forced to show a partner what they discussed with the GP.

Our date for this happening is now the 28<sup>th</sup> November (as they decided to roll it out) it will only be from the date you originally had full online access at Willington surgery (if you already have it – approx. 2000 of our patients already have it), the date of roll out moving

forward (nothing from before this date), or the date of registration after the roll out. Anyone wanting previous data will need to contact the surgery and a full review of the record by a GP will need to be done before giving, we don't know what the impact will be but this is definitely a job we do not need currently.

### **BP MACHINES**

Finally, we are needing to purchase some more home BP machines and would like the PPG to consider if they would fund some or all of the cost of 6 of these

<https://www.kinetikwellbeing.com/product/fully-automatic-blood-pressure-monitor-wbp1/> this will help us massively with a proactive scheme to monitor BP's in more patients

(we loan them out for a set period) and so we can work with patient to A- find out if something else is going on B- look at possible medication / life style C-confirm all is good and BP is normal. The new BP devices would come with large cuffs.

Chris commented on the benefits of regular BP monitoring.

Agreed PPG would support purchase.

### **Vice Chair report**

#### **1-IT support for Repton patients to access the surgery online facilities based at the Repton village Hall:**

Holly is happy to support this initiative and will be providing an update on the Full Online access piece being pushed through by NHSE. This project is with helpful support from Barbara McArdle(Repton connection) and Jo James(IT support with Wynn, her husband) This will also need to be coordinated with the development and implementation of new website being undertaken by the Practice.

#### **2-Information newsletter about new roles at surgery:**

This initiative is aimed at informing and educating patients regarding the roles, other than a GP, that patients have access to. We have a variety of information on the new roles as well as contacts for the editing, publishing and delivery of such a newsletter. The suggestion is that the PPG will fund this initiative similarly to the general newsletter sent out before the Pandemic. We are looking for someone to assist in leading this project.

See also item above -Clinical Support at Surgery

#### **3-Practical assistance opportunities at the surgery:**

There are a number of non-medical activities that potentially members of the PPG could assist with on a voluntary basis. These included things like: Providing help in the reception area with advice on the use of the 'Self check in terminal', the 'Blood pressure, height and weight machine', as well as the 'Book sale stall' etc. Any members helping in the way will need a positive DBS check, which the surgery can provide access to free.

PH is in the process of applying for this as an initial test.

#### **4-Patient feedback questionnaire:**

This is something that Holly is also keen to get underway with some initial work already by Holly and Sally. This needs further work before it's ready to go live, with further discussion after the PPG meeting.

### **5-PPG Facebook group:**

The fb group is an ongoing initiative with info from the surgery and JUCD/CCG being posted as and when needed. If anyone on the PPG wishes to take over this function or share the tasks with PH, please let PH know.

### **6-Fund raising:**

There are a number of fund-raising activities that we have undertaken in the past, pre covid, which we perhaps need to start planning to restart next spring once we are over the flu season. If anyone wishes to get involved, please inform us.

The information below is a summary of previous fundraising efforts and some suggestions from Jo James

### **PPG Fund Raising Summary**

Book sales have been the most profitable source of income ranging from £48.50 in 2013 to a peak of £1130.95 in 2019

Other fund-raising campaigns include '100 squares' which generated £50 profit for each sheet with £50 paid out in prizes. This raised between £50 - £200 in various years

Easter raffles started in the old surgery when one of our patients kindly donated a decorated Easter cake. In 2014 this raised £118. Since then, an Easter raffle has raised £566 in 2017 and £440 in 2018

In 2011 we held a 'Summer Event' and asked organisations such as Citizens Advice, Derbyshire Carers to come along and we served refreshments and had a raffle which raised £118

In 2013 a Police Choir concert (with raffle) raised £336

In 2015 a quiz arranged by a patient raised £173

In 2019 we held a Fashion Show and with raffle this raised £696

Following move to new surgery Pete H negotiated a substantial donation from developers of housing estate

### **Suggestions**

A lottery or tote was suggested. Administration effort but runs smoothly once established. Sponsored walk. Walk around Marina?

A walk around the five-mile path planned at Willington, the Derbyshire Wildlife Trust site. Donating half of money raised to PPG and half to Wildlife Trust.

Jo J came up with the following:

1) Marina walkabouts - people will always need to be 'escorted' to avoid complaints from residents of course. And we'll need to check Robert's happy with it. What about doing walks

at particular times of the year - Easter (see the flowers and blossom), Summer (flowers and bees), Winter (Christmas Lights). People could be charged £x to come on a walk and perhaps a bit extra if we got J W, D F or G W to add in information about the bees, trugs, etc.?

2) Willington Wetlands and the Beavers - walk and talk with Derbyshire Wildlife Trust and, as you say, divide the ££ raised with them?

3) Monthly 'bring and buy' book stall. We could pop a gazebo in the corner of the car park, people bring wiped down and plastic bagged. I thought I might see if J S would do that with us perhaps? Saturdays? Flu clinic?

4) If there is a specific 'thing' the surgery would benefit from (preferably medical), then having an available pot for donations with a thermometer (see what I did there), people could just make a donation whenever they wanted to. All the better if it's something that's not too expensive because reaching the target in a relatively short space of time will encourage positive giving!

5) Pete - perhaps Alfonso starters could be sold along with S J and his Sauerkraut base. And if you each did a tutorial on You Tube?

6) Maybe hire the Village Hall for an annual Swap Shop of clothes/household items. Not 'jumble' - go for a better quality. Entry fee (modest) and then items priced up and all proceeds to the surgery. So many Facebook posts nowadays offer items for free and we all know we have too many things. Left over items could be donated to appropriate charities?

7) Garden Plants - people's cuttings and small plants sold in the spring?

8) Quiz - pick up a sheet at the surgery or ..... pay per entry. Prizes .... ?co-op vouchers, meal at Lotus on the Marina (I can fix that!), afternoon tea on Boat Street Cafe (I can sort that too), trip on the Mercia Swan?

### **Social Prescribers**

Currently referral is made through the surgery but there are plans for self-referral available from Surgery website.

### **Any other Business**

#### **Skin Lesions**

Skin Lesions education event. Not likely to be held due to COVID19. Plan for 2022.

SG suggested a support group for patients with health anxiety. HG suggested that it could be a PCN development held on neutral ground.

### **Next meeting Tuesday 17th January 2023 at 6pm**

Agenda Items please forward to Sally Lovatt or Peter Horridge

Contact: [sally.lovatt@nhs.net](mailto:sally.lovatt@nhs.net)

[pete\\_horridge@hotmail.com](mailto:pete_horridge@hotmail.com)