

# **Willington Surgery**

## **Patient Participation Group (PPG)**

**15<sup>th</sup> March 2022** PPG Meeting (Zoom meeting)

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

### **Present**

Chris Baker, Sue Carter, Holly Goodrich (Practice Manager), Margaret Hooley (chairperson), Pete Horridge **VPE** (vice chairperson), Jo James, Sally Lovatt (secretary), Barbara McCardle

### **Apologies**

Janice Heier (treasurer), Maisie Trotman, Vic Wright

The chair, Margaret Hooley, welcomed everyone to the meeting

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

#### **Website**

Update from HG: A new website is planned which should have the type of information suggested. Currently on hold as so much more occupying management time. Currently planned for May 2022

#### **Bert's bench**

No action seems to have been taken by the family but they were informed that they could go ahead and the link to supplier of appropriate plaque sent. A plaque is also required for the defibrillator (HG to organise)

### **Treasurer's report HG to print copy for PPG noticeboard**

£4812.32 C/A and £5.47 petty cash. On-line banking is now active with Margaret H and Janice H as administrators. Pete H has forms and minutes to present to bank so that he is also added as signatory. There are outstanding invoices for 2 Zoom meetings held as Zoom Pro for extended meetings.

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

The surgery has increased the number of available appointments, both F2F and telephone in an attempt to increase the vast increase in demand. This was expected with the easing of COVID restrictions The increase in COVID cases has also had an impact on the advice being requested from surgery. Extra money has been made available from the Winter Pressures Funding which has provided extra money to pay for locum GPs and we are very fortunate to be able to ask Dr O'Hara to help out as well as Dr Fletcher.

There have been problems with staff having to isolate as well as a number of staff changes. COVID seems to have meant that everyone has had a rethink about their life including employment and younger people particularly are seeking change. The staff in general are also absolutely exhausted. The huge waiting list backlog in hospitals and the mental health

services is also having an impact on Primary Care as the GPs are having to provide more support and care.

There have been problems with the on-site Pharmacy. It is now owned by Saffron Apothecaries. Despite the best efforts of the surgery to engage with the pharmacy and build relationships there are numerous complaints from patients about prescriptions not available or not completely fulfilled. The prescription process is very fast compared with the old system with paper prescriptions which had to be individually signed and taken over the pharmacy by hand. Everything from requests to receipt by pharmacy is electronic so preparation within 48 hours is an achievable target. The Pharmacy seems to hold very little stock and patients are being told to return for part or full prescriptions. Patients have been advised to take up complaints with the pharmacy as there is little the surgery can do. Patients are given other local pharmacies to choose as options. Surgeries cannot direct to a particular pharmacy (BMA guidelines). C B commented that it is sad that a local facility which has worked so well is now causing problems for patients and surgery and BM commented that, as a business, they must expect patients to turn elsewhere if service is not provided.

The Social Prescribers have settled well into roles and the reception team now require some training to start to refer patients for support.

In April there are two new Clinical Pharmacist starting and they will focus on Structured Medication Review, review of Long Term Conditions and Care Home reviews as well as dealing with Medicine Order Line queries.

### **Any other Business**

#### **Friends of Willington Surgery**

SL is lead for this with support from remainder of group. Records from previous years show the following:

#### **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?

### **COVID Vaccinations**

The 4<sup>th</sup> vaccination has been available from January but demand is reducing so this week is last planned clinic at the surgery. Vaccinations will still take place at Midland House and this will relieve GP surgeries. Patients will receive a letter from NHS England when their next vaccination was due.

### **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 17<sup>th</sup> May 2022 (time to be confirmed, probably 11am)**

**This is the AGM**

Agenda Items please forward to Margaret Hooley

Contact: [mhooley.hoolmarkprt@btinternet.com](mailto:mhooley.hoolmarkprt@btinternet.com)