

WILLINGTON SURGERY

Patient Participation Group (PPG)

**Meeting held on Tuesday 21st March 2023
at 6pm**

Present:

Sara Bains	Pete Horridge (Chair)
Lynne Clay (Minutes)	Sally Lovatt (Secretary) – via Zoom
Holly Goodrich (Practice Manager)	Barbara McCardle
Jo James	Janice Heier
Linda Murray	Hilary Hancock

Apologies:

Gillian Gahagan	Sheila Napier
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In attendance:

Charlotte Mining

Speaker, Charlotte Mining, Local Area Co-ordinator (LAC) for Willington, Hilton and Melbourne.

Charlotte explained her role. This was a new role for South Derbyshire although they are well established in Derby City. Her role is funded by health and is to be a worker within the community: half of her time with groups, and half of her time with individuals. These can be any age and have any problems, supporting people to use things they already have and accessing community facilities, the aim being to avoid the person accessing statutory services eg A&E.

She has been in post 5 months and is currently forming links with e.g. police, social services, complex care teams and mental health teams, along with accessing local groups, e.g. she visits Mercia Marina every Thursday.

She can be contacted on 07741 975 826 or charlotte.mining@derby.gov.uk and works mainly 9am – 5pm weekdays but is flexible when the need arises.

Question – What is the difference between Local Area Co-ordinators (LAC) and the Social Prescribers (SP)?

Answer – SP's work with people for up to 12 weeks and are prescriptive in their role. They usually only take referrals from health professionals. LAC's work with people for the longer term, deal with more complex patients and can work with families and children under 18 years old. Direct access from members of the public is possible.

Question – The Marina adverts require more information as to what exactly LAC's do.

Answer – Agreed, will look into this.

Question – What is your capacity?

Answer – She never tries to say no, hence over time there may be a need for more staff. Each LAC covers a population of 10K – 20K although the current allocation of the areas allocated to each LAC may need review over time.

Question – Are the Derby City LAC's covering the same population each?

Answer – yes.

Charlotte was advised to contact the SENCO's or Safeguarding leads in schools and the local Children's partnership.

Charlotte was thanked for her attendance and the information, she agreed to stay for the rest of the meeting.

Number		Action
03/23/1	<p>Apologies for absence Apologies received and accepted from Gillian Gahagan and Sheila Napier.</p>	
03/23/2	<p>Minutes of the previous meeting Accepted as a correct record and signed by the Chair.</p>	
03/23/3	<p>Matters arising 11/22/04.02 Clinical Support at the Surgery - Holly Goodrich advised that the poster display was now up in the surgery and there were more to come. The questionnaires were still to do. 01/23/04.3 – Holly Goodrich advised that the time to check in for their appointments cannot be increased on the check in machine. 01/23/04.4 – Holly Goodrich agreed to email Chairs of our other PCN colleagues to introduce Pete Horridge to their PPG Chairs. 01/23/06.1 – The Chair had responded to the authors of the patient's suggestions. 01/23/06.2 – The Chair reported the PIP machine for Repton Village Hall had been agreed. 01/23/06.3 – Work was ongoing to obtain descriptions for all non-GP roles which would then be widely communicated to market these roles. 01/23/11 – Sara Bains discussed the possibility of the PPG Facebook page being used to ask residents what they would like to see in The Dumbles, but as comments are not allowed on the page, further discussions would take place between Holly Goodrich and Pete Horridge.</p>	<p>Holly Goodrich</p> <p>Holly Goodrich</p> <p>Pete Horridge</p> <p>Pete Horridge Sara Bains Holly Goodridge</p>
03/23/4	<p>Chair updates <i>Report previously circulated to members and is attached in full at Appendix 1.</i> No comments were made.</p>	
03/23/5	<p>Surgery update <i>Report previously circulated to members and is attached in full at Appendix 2.</i> No comments were made.</p>	
03/23/6	<p>Projects update <i>Report previously circulated to members and is attached in full at Appendix 3.</i> No comments were made.</p>	

03/23/7	Finance/Fundraising update <i>Report previously circulated to members and is attached in full at Appendix 4.</i> No comments were made.	
03/23/8	Feedback from external meetings <ol style="list-style-type: none"> 1. NAPP AGM – discussion regarding the poor state of the group and the necessity for our continued membership. Agreed to pursue The Patients Association and resign from NAPP when due for renewal in May. 2. PPG network – no comments 3. Derbyshire Dialogue – no comments. 	Pete Horridge /Sally Lovatt
03/23/9	Any other business <ol style="list-style-type: none"> 1. A request was made for a list of acronyms to be circulated. 2. A request for more information regarding the Patient Information Point (PIP) was made. Holly Goodrich agreed to show members how it works after the meeting. 3. Pete Horridge advised that he had received no interest in the Treasurers role. After discussion it was agreed the surgery staff would cover this role in the interim, as it was not an onerous task. Further attempts will be made to recruit. 4. Pete Horridge raised the issue of general recruitment to the group needs to be increased. It was agreed people could help with projects without attending meetings. 	Lynne Clay Holly Goodrich. Holly Goodrich Pete Horridge All to note

SUMMARY OF AGREEMENTS	
03/23/8	Resign from NAPP and join Patients Association

Date and time of next meeting
AGM Tuesday 16th May 2023 at 6pm

Agreed as a correct record: Chair..... Date:

Chair's Report

1. Gillian live on WSPPG page since last meeting and now posting the vast majority of new information on **Willington Surgery FB group**. Thank you, Gillian, for the great job you are doing keeping on top of WSPPG posts.
2. Position specific **email addresses** set up to enable private/personal email addresses to be avoided when details posted on previous minutes on notice board/surgery web site.
3. Attendance at **NAPP** AGM by chair and viewed by Vice Chair and Secretary. Not filled with good impressions! Maybe time to investigate the usefulness of our affiliation with NAPP?
Gillian attended the Derbyshire Dialogue update. *(See separate reports)*
4. PPG **network survey** filled in and submitted prior to required submission date.
5. Lynne has investigated and engaged with **The Patients Association** as an alternative to NAPP which appears to be struggling to fulfil and give the guidance needed to PPGs.
6. We have applied for a Grant from DCC/Mind in line with their **MHAW** scheme. The submission had the support and backing of social prescriber and area coordinator with the money being used to pay for places on local community initiatives. This could potentially mean a GP refers someone to a SP who then uses a PPG 'voucher' to pay for a program of attendance at a local Postural Support Group (PSG). Pete has met with **PSG** organiser who is keen to provide services if we are successful with the project. Pete also has details of **Meditation** sessions and their prices as another potential provider in the project.
7. 'The chair thanks Chris Baker for his long-standing contribution and attendance at many PPG meetings and wishes him well for the future. We look forward to Linda having more time in the future to be involved with PPG activities and thank Sheila for her work on the 'Here to Help' initiative and hope she has a lovely time out cruising over the next 3 months.
8. **Patient feedback/suggestion from fb form on WSPPG:**
"I have received a text confirmation and a text reminder of an appointment that I haven't made. It turns out that it is for the pharmacist to telephone me. BUT the message is identical to the message that is sent for an appointment that requires me to attend at the surgery. This is quite confusing. I called the surgery reception (43 mins on hold for a 2 min conversation!) to find out that I was not required to attend, and it is in fact a telephone call appointment. Is it not possible for your confirmation system to send a different, clearer text message for telephone appointments to those texts for appointments to attend the surgery? This would avoid confusion. Just a suggestion".

Plans for next Period:

- We need to recruit a new treasurer to enable Janice to step back into a normal PPG role.
- Create a set of accounts for sign off by Fred who has again agreed to do this again for us.
- Agree contents of the regular article to be included in the Repton Parish magazine.

Pete Horridge
March 2023

Surgery Update 17/03/2023

After the ceiling falling in in the waiting room a couple of Mondays ago (thank you Sheila for your help) and this morning computer CRM system going down, we at least know that our business continuity plan works – luckily, we had managed to clear enough in the waiting room and 3 computers held up in the admin team today, so no patients were needing to be turned away in both instances.

Contract 23/24

The main talking point at the moment is the new 23/24 contract <https://www.england.nhs.uk/long-read/changes-to-the-gp-contract-in-2023-24/> with the "political" focus on access, with the statement "Practices will therefore no longer be able to request that patients contact the practice at a later time" which hit the press on the same day (6th March) that we received the information which we are expected to roll out by 1st April.

Having read it fully and unpicked some of the areas; this statement does not mean we can't signpost people to other services so not everyone who calls can get an appointment as we have guidelines of a maximum of 30 patient contacts in a day for a GP but we have to offer someone another solution (which we already do).

We had already planned in for May/June to push the system back to how we had it before covid which will help with this as it means the team will have access to appointments for other days to book in for patient need so this will be a positive for both staff and patients.

I will happily answer any questions on Tuesday you have about the contract to the best of my ability.

Other discussions are very much about the lack of funding into practices as general practice has asked for more via the British Medical Association (BMA) but they were told no (plus no to many other areas under negotiation for the 2nd year) so this contract is being imposed on general practice and the BMA rather than under agreement. This is leading to many practices having to close for financial reasons as the increased overall pay award to practices is 3% which 2.1% is required to go against wage increases. The 2.1% goes no way close to covering the uplift in NLW which is 9.7% and to keep differentials in other business roles this is finishing practices financially as we can not pass the cost onto anyone unlike other businesses. For example, our couch roll and many other supplies has gone up 54%, fire testing, alarm testing, cleaning companies all gone up – luckily, we have a gas/electric contract which runs till 2025 but others are not in this position. The reason I am saying this is there are very serious talks around General Practice striking and although we have no appetite for it at Willington it could for the very first time happen due to financial pressures and not having safe working practices.

In a meeting I attended recently we were informed- that this year Derbyshire has had over 2.5% more funding than its fair share nationally and still overspent (*this was to stop us asking for more money*) but when I asked they wouldn't go into % of where this money has gone to (*as they know it's gone to hospitals not primary care*), even with the 2.5% over fair share Derbyshire has overspent. The ICB has been given £20 million less this year and next year it will go down another £13 million from NHSE – so as much as we are told funding is going up in Derbyshire it's coming down.

On a more positive note, Willington is holding up and we are focused on working hard for the patients registered with us and most of the contract around access we are already doing.

STAFFING

This is starting to look better although still hard to keep team members motivated and it will be interesting to see if we have any turnover as we can't pay as much as supermarkets!! We have a couple of new reception members, Emily is an apprentice, Lucie started on 14th and we have Yasmin starting on 27th of this month all working full time.

We also have a new pharmacy technician Jayne coming to support medications/prescriptions and hospital workflow plus supporting all the teams with long term condition care.

We have a new long-term locum called Dr Jackson who currently is working on Tuesday but in May will also work Fridays to create additional GP appointments.

PPG initiatives

The initiatives that you have been working on are fantastic and really appreciated by the surgery, I think the H2H project does help the team and obviously the patients. The books look great and think they will continue to improve people being able to have a "library" function in the area. Can I say a massive thank you to all involved.

Holly Goodrich
March 23

Projects report.

A great deal of progress since our last PPG meeting on a number of fronts: -

1. Sheila, Gillian and Pete, are now live and gaining experience on **H2H** on surgery reception. Sheila will shortly be leaving the schedule whilst out on a 3-month cruise. Many thanks to Sheila for the excellent work she has done. We need to recruit more H2H'ers
2. Further engagement by Jo/Wynne/Barbara with Repton Village Hall organisers regarding **IT training** due to start in April. If they are as well received as similar sessions that Jo/Wynne gave in Findern, this will prove to be most useful and appreciated.
3. Gillian has reorganised and updated the **PPG notice board** making it much more engaging and well laid out.
4. **Book Sales/Organisation.** The existing books were taken away and sorted before being reorganised, and grouped, together with adding appropriate labels. More display and storage space will be added as the project moves forward together with establishing links with Calke Abbey and Mercia Marina in terms of recycling and rotating available books. Many thanks to Jo James and Jo Smith for all their hard work on this very worthwhile project which hopefully will be well received by patients at the surgery.'
5. The **Patients Information Point (PIP)** device/screen is on plan to be installed at Repton Village Hall once the trustees meeting on the 20th gives final authorisation following meeting between Pete and Chair of RVH Dr Kyran Farrell. Dr Farrell supported the initiative. The work that Barbara and Pete have done will ensure the scheme is self -financing with no cost to the PPG or surgery.
6. Lynne has had the first PPG article published in the **Repton Parish magazine** and has agreed slots every other month. Lynne's PPG article has also gone in Willington Village News magazine.

Plans for next Period:

- Purchase extra book case/display to supplement existing book display/sale facilities.
- Review what assistance if any is needed after the IT training starts.
- Review assistance needed, if any, once the RVH trustees have authorised the PIP.
- Chase up MHAW grant submission.

Gillian Gahagan
March 2023

Interim Finance report

Expenditure since last Meeting:

£0:00

Income since last meeting:

£0:00.

Previous Balance:

£4925.89

Closing balance:

£4925.89

Completed today(16/01/23)

- Fred has agreed to sign off this years accounts as usual.
- Sheila Napier has decided not to take up the role of Treasurer.
- Janice Heier has kindly agreed to complete and submit the accounts for this year.

Objectives before next PPG meeting:

- Complete counts for year end.
- Submit this years account for sign off.
- Advertise for new treasurer on WSPPG.

Pete Horridge
March 23