

**THE OVERDALE MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP (PPG)**

MINUTES

Friday 3rd March 2023 at 12:00 at the Breaston Surgery

Patient Representatives: Josta Gardner (Chairman), Rob Young (Vice Chairman), Margaret Gregory (Treasurer), Sheila Owens, Margaret Gregory, Sarah Richards, Steve Fraser-Burton, Ann Hope and Mike Kerins (by telephone).

Practice Representatives: Fiona Bolstridge (Practice Manager), Dr Nick Coxon, Carolyn (IT and Data Administrator), Lynne and Amy (social prescribers)

Apologies: Enid Ruff (Secretary) and Julie Bailey.

Membership: No changes to report.

Approval of minutes (January 2023 meeting).

Approval of minutes proposed by Margaret Gregory and seconded by Sarah Richards.

1. Matters arising (from January 2023 minutes).

Proposal for boundary changes to Overdale patient catchment area

The practice management and partners were in discussion about tightening the catchment boundary for patients at Overdale Medical Practice. The proposal is to no longer allow new patient registrations from Spondon residents. Any Spondon residents currently registered at the practice will continue to be served by the practice. The proposal was unanimously supported by the PPG at the January meeting, and it has since been agreed by the partners at the practice. The change will be implemented in due course.

It is confirmed that the date of the next PPG meeting will be 5th May 2023.

2. Brief report from the Treasurer & fund-raising activities raised at the AGM

The PPG funds remain unchanged this period: -

- PPG funds are £545.42.
- There were no PPG transactions this period.

Any expenditure will be authorised at the PPG meetings and recorded in the minutes.

The retirement gift for Simon Gregory of £50 was gratefully received and he will put the voucher towards the purchase of a new bookcase.

3. Information Exchange including PPG contribution to the website.

Nothing to report for this period.

4. Correspondence: NAPP bulletins, including information from Karen Lloyd (Head of Engagement at Joined Up Care Derbyshire)

Enid has circulated the latest Joined Up Care updates.

There are no new e-bulletins from NAPP at present.

5. Family and Friends feedback

We discussed the results of the feedback for January 2023 (168 responses) and February 2023 (8 responses). The low response rate for February is as a result of the monthly text message reminder not being sent.

Patient feedback continues to be overwhelmingly positive and 98% of our patients would recommend Overdale to friends and family.

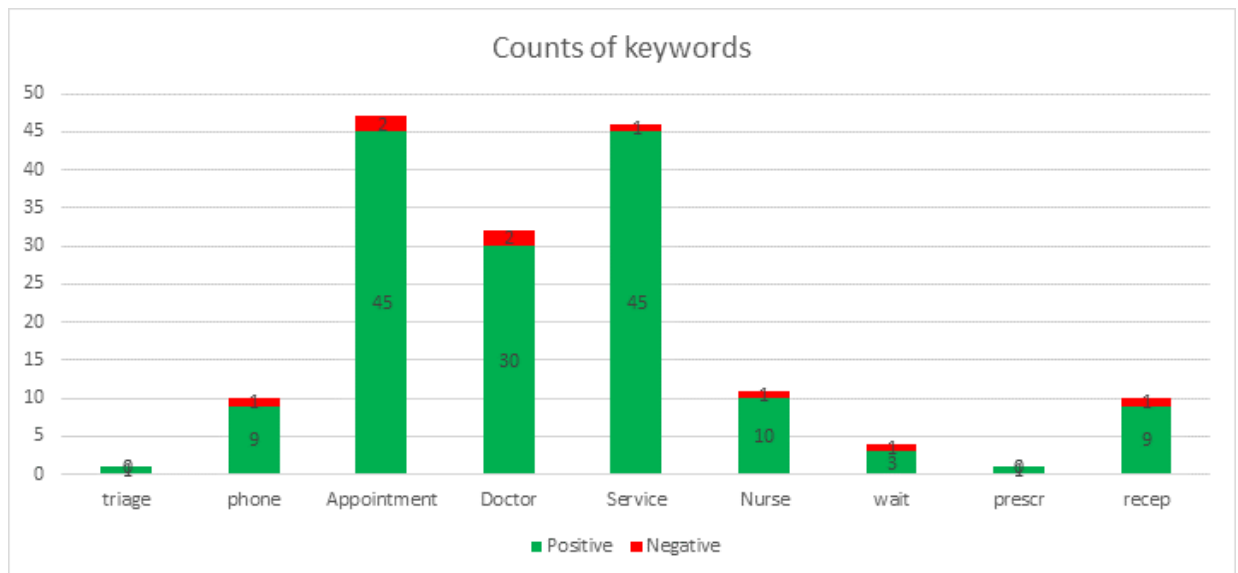
From the feedback received during January and February, the chart below shows the number of times a keyword associated with various aspects of GP services is mentioned as a positive or negative experience. The analysis of the feedback does not indicate any areas of concern.

Themes within the many positive comments included the ease of accessing appointments and the excellent care received by patients. The number of positive comments from new patients having recently joined the practice is also noted.

Steve reported that there are often positive comments on the Ockbrook and Borrowash Community Facebook page, many of which specifically mention the ease by which patients can obtain appointments when needed.

Out of 176 comments received for the period, only 4 were negative in nature. One referred to a disconnect between GP and external services, two comments related to appointment availability and one comment referred to availability of a blood pressure monitor.

The low response rate in February illustrates the importance of the text message reminder to submit feedback. We discussed what practical options there may be to make it even more effective e.g., increasing the frequency from monthly to weekly. Fiona explained that whilst this would be possible, those patients who have regular appointments for dressings, leg ulcers etc may receive too many text messages and it become a nuisance. One option offered was to request feedback and provide the link in appointment reminder text messages. There are text message length constraints to consider, but Fiona and Carolyn will investigate this.



6. NAPP VeryConnect Platform for PPGs.

Missed Appointments

There was some discussion about patients who did not attend their appointment - how big is the problem and what do/should GP practices do about it? Some practices have tried following up with patients who did not attend their appointment, but this was not well received. Others prominently display no-show data in the surgery. Text message reminders for appointments are considered helpful.

Missed appointments are low at Overdale and are not considered to be a problem. Text message reminders are in use and because appointments are usually offered in the very near term, they are not often missed.

The Practice does have a concern with patients not attending long term condition clinics, partly because they are booked so far ahead. The practice is currently reviewing its appointment reminders for these to ensure that patients now receive them the week before, as well as the day before.

NHS launches campaign to increase use of high-street pharmacies.

Just one in five people aged 18-40 would visit their local pharmacy first for expert advice with a minor illness, new polling has found.

The NHS has launched a new campaign in February 2023 to highlight how high-street pharmacies can support patients with non-urgent health advice for minor conditions including coughs, aches and colds.

At Overdale, patients are professionally triaged and if a pharmacy is the most appropriate source of help, they will be advised accordingly.

Our NAPP membership is due for renewal at the end of March. We discussed whether to renew our membership, given the difficulties NAPP is having to resource its activities. Rob proposed that we renew this time and reconsider in a year's time. The committee agreed unanimously. Rob will transact the renewal fee of £40 and Fiona will refund from PPG funds.

7. Mental Health Issues

Mental health continues to consume a high proportion of GP appointments. There is a lot of work in progress to increase support in mental health services at a regional and national level.

The mental health trust is about to advertise for 2 new mental health practitioners for the PCN. Although employed through the mental health trust, they will be providing direct support for Overdale.

The Living Well (Derby and Derbyshire) service will be up and running soon, providing mental health workers who will help and support people in their own homes.

Safe Haven in Derby is also gearing up to enable self-presenting mental health crisis admissions.

Out of hours mental health support is being set up for Swadlincote and Chesterfield.

8. Forward planning. Community Events.

A Carer peer support event is being held on 22nd March at Draycott. Adverts and flyers are on display in waiting rooms. A text message will also be sent directly to carers.

9. Fund raising for a specific item

Dr Tom Edwards is currently training in the use of a Dermatoscope to improve detection capability of melanomas. The current equipment is outdated, and the newer equipment can inspect potential cases much better. They cost between £1200 and £1500.



The committee agreed this was a good purpose for the funds raised by the PPG, proposed by Margaret and seconded by Ann Hope.

We agreed that the sooner this equipment is obtained, the sooner it will benefit patients. To this end, Margaret proposed that the PPG provide £400 immediately towards the cost, seconded by Steve Fraser Burton.

Josta asked if the book exchange could be reinstated. Fiona agreed this could work if the PPG would manage it. Sheila, Anne and Sarah offered to help administer the book exchange going forward.

Steve Fraser-Burton suggested a Just Giving page to enable members of the public to give donations towards the new dermatoscope. Steve will investigate it and report back to the PPG.

Steve also suggested the possibility of a fundraising event by offering the services of the Ockbrook and Borrowash choir for an evening later in the year. Steve will discuss

the possibility of using a local venue such as the local church.

It was noted that an event such as this, whilst supported by the practice, is not for the financial benefit of the practice. Any resulting donations must be clearly used for the local community. Any such funds could go to a chosen charity – A Children's Mental Health charity was widely supported.

10. Staffing

Carolyn recently started as the IT specialist, Sarah is a new pharmacy technician, a new social prescriber Amy has joined the team and a new doctor, Dr Connor Smith will be starting May.

11. Patient Participation Groups – Derby and Derbyshire survey

Joined Up Care Derbyshire are currently in the process of developing the PPG Network and would like it to also be a place for members to share, learn, and help one another and ensure PPGs have the support they need to run their PPG and effectively engage with their Practice population.

A survey is currently open for PPGs across Derby and Derbyshire to:

- Understand what support you feel is needed to help PPGs meaningfully communicate and engage with their Practice population.
- Provide an assessment/baseline of the status of patient engagement in a GP Practice/PPG.
- Identify where good practice engagement might be found.
- To provide the Joined Up Care Derbyshire Public Partnership Committee with an assessment of engagement in PPGs. The Public Partnership Committee sits jointly below the ICB and the Integrated Care Partnership (ICP). It is designed to assess risk and seek assurance in relation to the delivery of statutory duties to inform, involve and consult patients and members of the public.

The findings from this survey will help the PPG Network to understand the current positions from a PPG perspective and develop and share learning/resources across the Network.

A response for the Overdale PPG will be submitted by Rob, Josta and Enid by the deadline of 6th March 2023. PPG members were offered the opportunity to raise any specific points they would like included in our response at the meeting or by email. It was also noted that any PPG member may complete the survey themselves and the email was circulated some time ago. Mike provided his input to Rob after this meeting for inclusion in the PPG response.

12. AOB

No items to report.

The next PPG meeting will be held on Friday 5th May 2023, 12 noon at Breaston.