

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

MINUTES

Friday 7th July 2023 at 12:00 at the Breaston Surgery

Patient Representatives: Josta Gardner (Chairman), Enid Ruff (Secretary), Rob Young (Vice Chairman), Sheila Owens, Ann Hope, Sarah Richards and guest Charlotte Cotterill.

Practice Representatives: Fiona Bolstridge (Practice Manager), Dr Nick Coxon and Lynne Hare (Social Prescriber).

Apologies: Mike Kerins, Margaret Gregory (Treasurer), Julie Bailey, Steve Fraser-Burton and Carolyn (I.T.)

Membership: Julie Bailey has advised that she is moving out of the area and unfortunately will no longer be able to continue with Overdale PPG. Julie brought a fresh perspective, contributed much to the PPG and will be very much missed.

Approval of minutes (May 2023 meeting).

Approval of minutes proposed by Sarah Richards and seconded by Fiona Bolstridge.

1. Matters arising (from May 2023 minutes).

Fiona noted that Dr Simon Gregory is still the voice of the Overdale telephone message despite retiring from the practice some months ago. This will be replaced shortly.

In Information Exchange at the last meeting, we discussed our submission to the Joined Up Care Derbyshire PPG Network survey. The results report from the survey has since been circulated to committee members by email and will be discussed later in this meeting.

2. Brief report from the Treasurer

There were no PPG transactions this period. Any expenditure will be authorised at the PPG meetings and recorded in the minutes.

Balance at May 2023: £105.42

Current Balance: £105.42

3. Introduction of Charlotte Cotterill and her research on patients with epilepsy.

Charlotte introduced herself and the PhD she is currently undertaking at the University of Sheffield. The aim of the research study is to understand how different GPs (with and without additional epilepsy training) think about managing epilepsy

care.

Charlotte explained how pressures across the NHS often results in patients with epilepsy being unable to access specialist help and that GPs are expected to fill the gap. Nick confirmed that GPs are doing more than just managing seizures and medication, but also see the wider life impact of an epilepsy diagnosis, where people often lose the ability to work or drive and the upheaval caused for patients. It is much more than just seeing a neurologist on an occasional basis.

Charlotte is interested to know how patients feel about seeing a neurology specialist versus seeing a GP.

Nick confirmed that access to neurologists has been difficult, but in Derby, there is access to a very good specialist nurse who is able to advise GPs on aspects of care like medication management.

The prevalence of epilepsy in the Overdale patient population is low, but our GPs are familiar with holding annual reviews for patients suffering from epilepsy and tend to look at the holistic situation. Often, the effects of epilepsy are multi-factorial, e.g. weight loss due to life changes causing other conditions or potentially exacerbating the seizures.

Patients tend to feel more assured when seeing a neurologist, because they are experts in the condition, but GPs are more able to see the wider health impacts and provide more general support.

Charlotte explained some GPs can have trouble in knowing how best to support patients with epilepsy, especially at the early stages of diagnosis and controlling the condition with medication. Nick highlighted the fact that most cases are diagnosed in childhood and are typically well controlled into adulthood, so typical GP interaction would only occur when something changes about the condition.

Charlotte explained that the prevalence of epilepsy varies widely across the country. Whilst prevalence is low in this area, there are concentrations of patients with epilepsy into the thousands in some areas, especially cities. There are cases where epilepsy specialist centres staffed by GPs have been established to meet the needs of these patients.

Charlotte commented that she was glad to see that Overdale hold annual reviews with their patients suffering from epilepsy.

Fiona will post Charlotte's research posters on the practice noticeboards and Charlotte said she would be happy to come back and brief us on the results of her study.

4. Information Exchange including PPG contribution to the website.

Rob attended the JUCD PPG Network meeting on 15th May 2023 by Zoom. A very interesting presentation was given about Primary Care Networks and how they operate. The 5-year contract concludes soon and the future for PCN's is currently uncertain. However, the £26m funding for additional clinical staff will continue.

The results from the JUCD PPG Networking survey (a 43-page presentation report)

have been circulated by email and Josta recommended that members read it. Josta and Rob summarised some of the key points from the report. The top three challenges faced by PPGs were 1) recruiting patient representatives into the PPG, 2) engaging with the patient population and 3) promoting their PPG.

Elements of a successful PPG were identified as 1) Positive relationship between PPG and practice, 2) Attendance of practice staff at PPG meetings, 3) Joint decision-making, 4) Having a motivated PPG chairperson, 5) Having clear roles and 6) gathering insight from the patient population.

5. Correspondence: NAPP bulletins, Joined Up Care Derbyshire (JUCD) etc.

Enid read the correspondence from Julie Bailey explaining that she will be moving away and therefore leaving the committee. The committee are sorry to lose Julie and thank her for the valuable contributions made to the PPG.

Mike sent an email requesting an update on the telephone message since Dr Simon Gregory retired some time ago. Fiona has confirmed this will be addressed shortly.

A NAPP bulletin (Number 73) was issued by email on 26th May 2023.

The Derby and Derbyshire Integrated Care Board (ICB) would like to hear and understand the views of people living with, or who know someone with Lymphoedema. A Patient survey has been launched which will be live until Friday 14 July 2023. If you would like to complete a hard copy these can be requested by contacting ddicb.engagement@nhs.net.

The next PPG Network meeting, led by JUCD, will be held on Tuesday 18th July 2023 2 pm until 3.30 pm and Monday 24th July 2023 5 pm until 6.30 pm. Joining instructions are provided in the email that has been circulated.

6. Family and Friends feedback

We discussed the results of the feedback for May 2023 (150 responses) and June 2023 (166 responses). All 166 responses received for the month of June 2023 were positive in nature, which is a remarkable achievement given the scale of the challenges faced by GP services nationally.

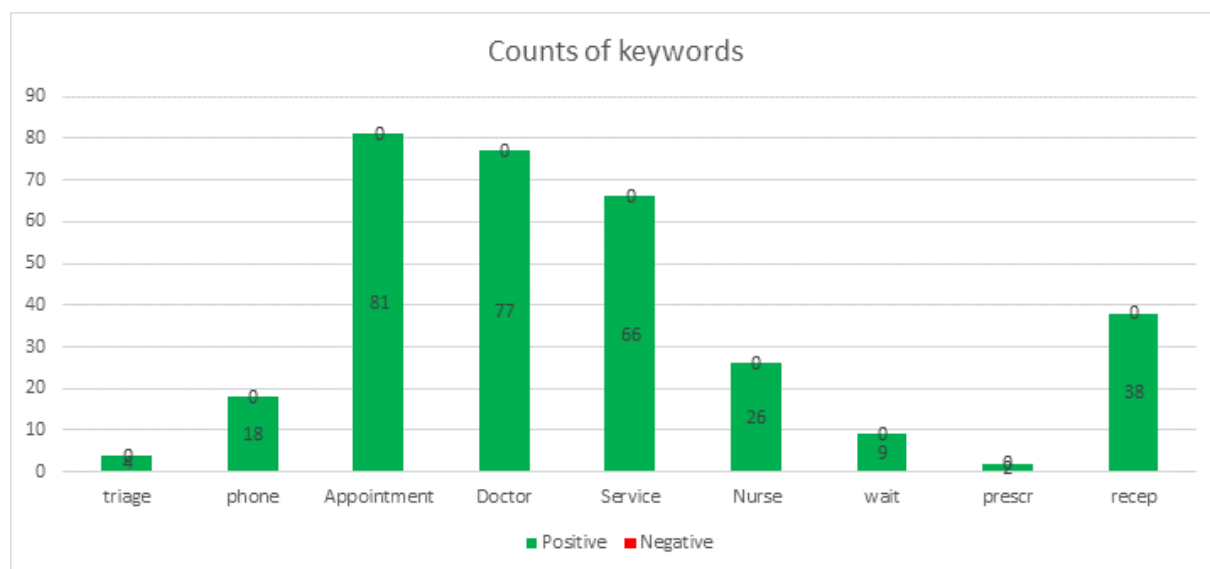
Patient feedback continues to be overwhelmingly positive. More than 99% of our patients would recommend Overdale to friends and family.

From the feedback received during May and June, 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. Out of 316 comments received for the period, there were no specific concerns raised.

Themes within the many positive comments included the value of same day appointments and the teamwork shown by all staff in the practice, working together in the best interests of the patients.

Rob raised a concern about the clear inequity of patient demand levels / satisfaction

across the two practices that make up the Oakdale Park PCN and whether this could lead to a conscious re-allocation of patients to Overdale and, as a result, reduce the quality of services provided by Overdale. Fiona and Nick explained that whilst the patient list continues to grow by approximately 15 per week (11,600 in total), often where patients are switching GP practice, this number is currently manageable, but the limiting factor will be estates, as there are limited consultation rooms. Patients would not automatically be allocated from one practice to another, but if one practice has better access then it is likely patients would continue to move.



7. NAPP VeryConnect Platform for PPGs.

Nothing to report this period.

8. Mental Health Issues

Lynne gave an update of the expansion in mental health services by Joined Up Care Derbyshire for people with immediate mental health needs. These include :

3 x Out of hours mental health community drop-in services (previously known as Crisis Cafes). Run by Derbyshire Mind, they will be launching in Buxton in August (supported by local charity Zinc), followed by Ripley and Swadlincote towards the end of the year.

2 x Safe Havens

The Derby Safe Haven is already open at 309 Burton Road, Derby. You can now self-refer, and the contact telephone number is 0330 008 3722.

A new Safe Haven in Chesterfield will be open from 1st July 2023 (run by P3).

2 x Crisis Houses.

The Crisis House in Derby is already open and is located alongside the Safe Haven at 309 Burton Road, Derby.

Forward planning. Community Events.

Lynne gave an update on forthcoming patient education events: -

Fibromyalgia and pain management on 1st September 2023 at St Mary's Hall Draycott 10.30am – 12 noon.

Parkinson's on 4th October 2023 at St Mary's Hall, Draycott 10.30am – 12 noon.

Also, currently in the process of planning, a Dementia session, date TBC.

9. Access plan and NHS App.

Plans are being developed at the PCN level to improve patient access to services. This currently includes the recruitment of an additional nurse practitioner and an advanced mental health practitioner.

The access plan also looks at what modern general practice should look like. Some aspects under consideration include increasing the usage of eConsult (where appropriate) and increasing referrals and integration with pharmacy services.

NHS App. Fiona is proposing to hold a few drop-in sessions to raise awareness and assist patients in benefitting from using the NHS App. Fiona will work with Rob to work up the plans for these events.

10. Define Trial – a trial for patients with asthma.

Fiona explained that Overdale is participating in a trial in the use of a FeNO machine as part of the routine annual asthma review.

FeNO devices are a novel medical technology used primarily to aid in the diagnosis of asthma, but also potentially of use in the ongoing monitoring of chronic asthma. FeNO devices measure fractional exhaled nitric oxide in the breath of patients. Nitric oxide is a biomarker for asthma which provides a level of inflammation in the lungs.

Several patients have already signed up for the trial for review up to September and the practice is actively seeking more patients to take part.

Participating in the trial will benefit the patients involved and the practice. If enough people take part, the practice will be able to retain the equipment for the ongoing benefit of patients.

The trial is expected to be publicised on Facebook to hopefully raise the number of volunteer participants.

11. Staffing

A new GP, Dr Connor Smith joined in June and is providing an additional 7 sessions per week. A new Receptionist, Linzi has also joined the team.

The practice is in the process of recruiting an additional Nurse Practitioner and a

Mental Health Nurse Practitioner.

12. PCN Update / Access plan

An update of the Access plan is given in agenda item 10. The practice will be continuing to develop plans over the coming weeks and will consult with the PPG as necessary.

13. AOB

Fiona described the plans being developed for administering flu jabs this autumn. Patient feedback has been received from those who tend to use other flu jab providers (e.g. pharmacies) that suggests the walk-in session approach is preferred by some over the appointment model.

Josta and other committee members prefer the appointment model and highlighted some of the disadvantages of the walk-in approach e.g., potential for long queues, adverse weather etc.

The appointment approach will remain in place, but the practice is looking at the possibility of also offering a series of walk-in days to maximise take-up and convenience for all patients.

The next PPG meeting will be held on 1st September 2023, 1pm at Breaston.