

**Minutes of the PPG Meeting on Monday 9 December 2024**

The Chair opened the Meeting at 4.30 pm. She welcomed all to the meeting.

Dr Naseer Khan, a new GP at the Surgery who will be working Mondays, Tuesdays and Fridays popped in and introduced himself to the Group.

**The invited speaker, Mihaela, who is the Volunteer Coordinator from the Volunteer Services at Kettering General Hospital, was welcomed to the Meeting.**

Mihaela spoke about a new Meet and Greet Service to support patients attending KGH. The new service asks patients needing assistance on site to get to appointments etc to contact the Volunteer Service a week in advance of their appointment to pre-book, and wheelchairs etc can be provided. Volunteers are available from 9 am until approx 4pm daily. There is also a buggy on site subject to driver availability. KGH has 270 volunteers. Mihaela informed the group that the volunteers do not give out medical advice. All volunteers are dressed in red polo shirts/fleece and black trousers. All information for this service is available on the KGH website. The same service is also available at Northampton General Hospital.

There were a few questions for Mihaela, and she left some posters and contact information. Eileen thanked Michaela for her very interesting talk.

----------------------------------

**The Speaker left and the Meeting continued.**

There were 15 members attending and 4 apologies noted on the attendance sheet.

**Minutes**

The Minutes of the previous meeting on 21 October 2024, previously circulated were approved.

**Matters Arising**

It was queried whether the card payment machine had been received from Jason. Ishbel has got one of her own and Linzi knows how to use it. It was agreed that it would be useful to have the original payment machine.

**Chair’s Report**

Eileen informed the group that she had been engaged in various administrative tasks with Bob and the Secretaries.

**Treasurer’s Report**

The cash available following £50 advance to Cathy re Santa Event on 12 December 2024 is £236.75.

Eileen had not accessed the book box today and an update will be given at the next meeting.

**ENPA Report/s**

A report had been submitted by Tom and Hector (below). There were no questions.

The last ENPA meeting was held on 14th November at the Serve premises. Janet Hathaway, the Chair, reported that she and Sheila White, the Secretary, had received an invitation from James Gillespie-Allan, the Head of Patient Experience and Involvement, to the long-awaited meeting of patient representatives to discuss the reintroduction of the patients’ voice under the Integrated Care System. Sadly, Janet and Sheila are both unable to attend, and enquiries are being made for substitutes to attend. It was reported that Spinney Fields is now fully occupied, being used by those who have finished hospital care but need assistance with rehab. The latest round of LAP (Local Area Partnership) meetings were focused on resetting of priorities, which seem to be driven by the ICB down through the Place Based Partnerships. There is an overall sense of dissatisfaction at the lack of any constructive outcomes from the LAPs. A meeting has been arranged between representatives of ENPA and the manager from Encompass who has responsibility for the homeless in our area. Rebecca Gane, our PCN (primary care network) manager, arranged for a speaker from Alcoholics Anonymous to talk at a recent online meeting of the PCN care managers and social prescribing link workers. The same speaker will also do a presentation at next month’s PCN PLT (protected learning time) training session for GP’s and health professionals. The presentation will include changes to NICE (National Institute for Health and Care Excellence) Quality Standard 11 on Alcohol Use Disorder. This now recommends AA and other peer groups such as SMART Recovery for treatment for alcohol use disorder. Hector has provided ENPA with photos and a review of the HFS PPG for the upcoming ENPA AGM.

**Hector Graham and Tom McDonald**

**Secretaries Report**

We now have access to the Gmail account and can retrieve any documents etc that we may need.

**Practice Manager’s Report**

Sophie confirmed that Dr Naseer Khan had now joined the Surgery.

The DNAs had gone down. The majority of those who do not attend seem to be pre-booked appointments. It has been noted that patients are able to cancel appointments one minute before and this was being looked into. The Anima data is to be looked at. Sophie also said that the availability of more pre-book appointments is being looked at, rather than on the day appointments. Baby and child immunisations have a high DNA rate as these are booked by Child Health.

All DNAs are discussed – letters are sent, GPs phone patients if appropriate.

Mental Health and safeguarding patients who DNA will be contacted to carry out a safety check. A lot of work has been done to support those who need help – over 85s, 75s etc.

Sophie explained that all new appointments have to go through Anima. Nurse appointments can be obtained by phone. Regular appointments can be booked via Reception. Anima currently cuts off at 1.30pm.

There was a discussion regarding blood test appointments.

Hector queried whether there were still issues with Hospital Consultants passing hospital tasks onto GP surgeries. Sophie said it is ongoing.

**Care Coordinator’s Report**

Linzi drew our attention to the planters that had been made by one of our patients. The patient has also made a reindeer and sleigh for the Santa event.

Funds are now being raised in house for Marie Curie, and the sale of the planters had raised £200.

**Raising Funds/Priorities**

Santa Event Thursday 12 December - It was reported that 90 items for the Tombola had been donated. Anna asked for volunteers to help out on the day for which she had a rota.

Cathy has spent £50 on various items, eg baby wipes, rubber ducks, books etc for the gifts for the children. It was agreed on a ticket price of 50p or three for £1 for the Tombola, as we want to make it affordable. A donation box will be available. Linzi will send a text message to patients.

Eileen thanked everyone involved.

**Wheelchair Scales**

It was agreed that this would be useful item for the Surgery to have, as referrals are declined for wheelchair patients whose weight has not been included. The nearest scales are at KGH. There are a few different types, and they are expensive at around £1000. However, we could contribute to the cost. It was suggested that this could possibly be a joint effort including the Hub and donations from various bodies.

It was agreed more research is needed to see who it will benefit and if it is viable, and this will be discussed again at the next meeting in February.

**Any Other Business**

There was none.

.

**Conclusion**

The Chair thanked the members for attending and indicated that the next meeting which is the AGM would be on **Monday 10 February 2025 at** **4.30 pm**.

There will be a Meeting of the Secretariat before then in January.

The Meeting closed at 5.45 pm.