

Park Farm Medical Centre and Vernon Street Surgery

PATIENT PARTICIPATION GROUP (PPG)

Minutes for Quarterly Meeting, Wednesday 15th January 2025

The meeting opened at 19.00 in person at Park Farm Medical Centre plus on Microsoft Teams where preferred.

Attendees: Ellie Altoft, Roger Haylett, Val Haylett, Glenda Youde, Simon Jones, Andy Ronaldson, Eileen Pettitt, Ian Pettit, Nigel Aspdin, Dev Anand, Lin Morris, Margot Keats, William Keats, Rachel Glenn, Vanda Vickers

Val Haylett (Chair) welcomed everyone to the meeting.

Apologies:
Raj Jogia
Richard Smith
Sue Ekins

The minutes of the previous meeting Wednesday 9th October 2024 were agreed.

Matters Arising & Actions from the last meeting- None

Speaker Ellie Altoft, Practice Social Prescriber

Ellie is based at Park Lane and Park Farm Practices.

Her role is non clinical.

Funding for Social Providers is through the Primary Care Network [PCN] - 10 practices across the city. NHS funding comes to PCN & some services are ring-fenced e.g. Social Prescribing, Pharmacists, Physiotherapy - additional roles to support the Practice

Ellie works with individuals over 18 following a referral.

Referrals can come directly from individuals or via Practice staff – e.g. GPs, nurses etc. Reception staff are trained to consider which area of the Practice can help patients best, including Social Prescribing.

Referrals may also come from other professionals e.g. Police, ambulance or community workers.

Social Prescribers do not give direct advice they signpost to other services or groups.

Ellie will meet patients either at home or in a public place – café, go for a walk – whatever suits the patient best and then considers how best to help.

Ellie holds a weekly coffee morning meeting at The Markeaton in Allestree – no agenda - no need to book just turn up: Thursday 11:00 – 12:30.

NOTE The Markeaton is closed for refurbishment over the next 4 weeks therefore meetings will be held at The Broadway on Duffield Road Allestree,

Can be just chat / guidance / offloading most times people are very open.

You can contact Ellie via email : ellie.altoft@nhs.net or call her on 07931 830398

Referrals cover many social aspects -

Isolated or lonely people – not necessarily older people it could be young mums, new people to area

People feeling anxious

Low level social problems e.g. agoraphobia,

Financial concerns, housing

Domestic violence - Ellie works closely with care coordinators and adult social care

Low level mental health needs

Signposts may be to local groups – gardening, knitting, painting etc., other services supporting e.g. Parkinsons, pain management, dementia

Where to find financial advice

Links with Livewell

Men's Mental Health group

Across the city is a team of 9 Social Prescribers – every surgery is covered, plus Derby City Council has a small team of Care Coordinators providing a similar service

Prescribers cannot transport people [no insurance] so sometimes reaching a support group or meeting can be a problem.

Risk Assessments are carried out for safety – if necessary Social Prescribers would go in pairs & they do carry a panic button

Ellie has access to records so notes are recorded and shared.

Val Haylett - PPG Primary Care Network Update

Val attended a meeting with 7 other PPG Chairs and a PCN manager looking at how to communicate with other PPGs in our area.

Not all Practices have a working PPG.

A general discussion revealed that some PPGs have real difficulties because they are unable to talk to their Practice manager or don't get responses.

Some don't get many members attending but they do arrange larger events covering e.g. practice service talks [pharmacy/physiotherapy] resuscitation course, etc.

This sort of event would take a lot of organising – large suitable venue etc.

It was felt we do/have covered similar topics within our PPG meetings and the group meetings forum was more beneficial for our patients.

We appear to have biggest attendance at meetings.

The next meeting of the PPG Chairs is in February when there will be a further sharing of ideas.

Any questions regarding this, or any other issues you wish raising can be emailed to Val: val.haylett@nhs.net

Simon Jones - Practice Update

Staff update:

Registrars Dr Agar ST3, with us until August, Dr Oloketuyi ST2, with us until April, Dr Sultan ST1 has recently finished her placement. An ST3 is with the Practice for 1 year as opposed to ST1s and ST2s for 3-4 months.

We keep good relations with registrars, and many do want to stay on at the Practice. New Practice Nurse Marzena – she is very experienced especially in relation to long term condition reviews, such as - COPD, Asthma, Heart Disease and she will be a big asset to Practice.

Alison, who technically left the Practice, is still supporting remotely from Scotland – another big asset.

New receptionist Paul is a welcome addition.

More GP hours – new GP will be joining Practice (Dr Ahluwalia) – room capacity is the usual problem.

We now have a duty GP who sits with reception in the morning – supports triage system, providing a quicker, smoother response for patients.

The workload is huge - often partners log on in the evening at home to catch up.

Apologies to anyone trying to get through on the phone at the moment. Demand is very high – over 40 people in the phone queue every morning at any one time and the new phone system can only accommodate 40 calls in the queue at any one time - callers sometimes get a 'user busy' response and are asked to ring back. The system capacity is not meeting demand – constantly looking at other ways forward. The NHS are suggesting introducing an online appointment booking system – we are looking at the most patient friendly system.

A.O.B:

Can a Cruse bereavement counsellor give a talk? -

Yes – perhaps at the July meeting. **Val to organise**

General discussion about how to communicate to patients why there is the problem to get appointment. Perhaps if everyone understood why they are unable to get through/make appointments etc. it would help.

Vernon St - the radio played in reception to give confidentiality to patient/receptionist discussions was discussed. This matter was raised and discussed at the July 2023 meeting – at that time it was asked why there was no radio to mask conversation – the radio was provided.

However, it seems the radio has been placed next to reception desk and was exacerbating the problem of noise.

Simon agreed the radio is of poor quality and badly placed – positioning is wrong - too close to reception. New positioning and new radio will be trialled

Lots of new houses are being built in the area – does this impact on this Practice?

There is an even spread of patients registering at different surgeries with overlapping catchments. The ICB are looking at possible, additional support and capacity.

However, surgeries are not allowed to close their books and stop additional registrations unless there is a critical concern of some sorts.

Meeting closed 20:10

Next meeting

Wednesday 2nd April 2025 at 19:00 in person in the meeting room at Park Farm Medical Centre and available on Teams.

Speaker Dr McKay.