



The Calverton Practice Patient Participation Group

Minutes of the Meeting: Tuesday 25th March 5.15pm 2025

Present

Nick Borrett (Chair)
Caroline Borrett
Pat Bosworth
Margaret Briggs

Denise Pilkington
(Minuting Secretary)
Julia Stirland (Vice Chair)
Sam Round

Also present

Dr Caroline Wight

Absent

Diane Bathgate
Jackie Guyler
Chris Jackson

Jan Johnson
Chris Kenny
Frances Leaman
Ian Vanner

1. Introduction and welcome – Attendance/ Apologies/ membership

- Nick welcomed all those in attendance

Apologies had been received from Diane Bathgate, Jackie Guyler, Chris Kenny, Frances Leaman and Ian Vanner.

**ACTION
FOR**

2. Minutes of previous meeting/ matters arising

The minutes of the previous meeting, held on Tuesday 25th February 2025 had been made available to all members of the PPG and were agreed as an accurate record of the meeting. Denise to send pdf of meeting minutes to Jayne Yeomans and Rosalyn Ward for publication on the website.

Denise

- Nick referred to the last minutes and whether the practice might be able to direct the PPG in a survey – this is to be discussed along with the Village Get Together (VGT)

3. DNA data for February

A table of data for 'Appointments Missed and Hours Lost' was distributed to those present – a poster is displayed in the practice surgery.

The data was discussed – it appears to be increasing over the last year. This is approx 8 appointments missed a day. Jayne thought it could be as many as 10 -15 on some days. It isn't known what percentage of appointments are missed. It was suggested that perhaps whilst the data is specific, it needs to be displayed so patients understand how the hours lost impact services at the practice.

The practice has signed up to a research project exploring missed or unattended appointments that have not been cancelled (Did not attend - DNA). Currently there isn't any follow up to DNA – although consideration is to be given to the use of a phone call or text.

There was some discussion over the previous use of Mjog and the use of the NHS app.- how accessible these platforms/apps are for patients, particularly older patients.

Month	Appointments missed	Hours lost
April 24	182	41
July 24	183	45
August 24	175	41
September 24	205	53
January 25	204	52
February 25	210	55

Potential survey: To find out whether patients are aware of appointments missed and the impact of this, and whether patients know how to cancel an appointment that is no longer needed.

PPG
Members

4. Practice update - Dr Caroline Wight

- Caroline gave a brief description of how the CQC inspection was managed and whilst it was a challenging experience the verbal feedback was very positive. The formal report will take probably three months. Caroline reported that the inspectors had said that they 'wished that we were their GPs'. However due to the revised CQC scoring system, the repeat Outstanding rating is an unlikely outcome.
- The practice is overspent on mass texting; the ICB fund this service and has now curtailed the budget.
- The practice is now recruiting a new practice nurse.
- Phil Raynor is in his 30th year at the practice.
- Planning application has been made and funding secured for a further expansion of the building adding consulting space, extending the dispensary and updating the lift and storage space areas.



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- The phone system has had the queue reduced to 25.
- Michelle Welsh had visited the practice

Nick thanked Caroline for her report and acknowledged how time consuming her role must have been for the CQC visit.

5. CORE Update - Sam Round

CORE is an extremely busy place! Sam was able to share some of the activities that are happening at CORE

- Memory café will begin in April with 18 participants and their carers; 14 volunteers have been recruited. The first Café will take place on Monday 7th April 10.30am – 12.30 and is scheduled for the first Monday of each month, taking place at the St John Ambulance Building. The cafes are organised and led by a trained deliverer; this lead role is a paid role due to experience and responsibility. There is training for the volunteers.
- Sam had delivered a presentation for the u3a; this had generated volunteers who can support with benefit form completing.
- Sam was conscious of the room at the WMC, the space used and how it can become quite crowded; it is extremely busy at times.

Members of the PPG felt that the services offered at CORE are well appreciated by the community; discussion over time for hearing referrals and the testing of hearing aids were mentioned.

6. NAPP newsletter/ bulletin – Apologies received

7. Information and updates –

- Changes to GP contract 2025/26 – Nick gave out a handout of his summary of the Changes for the PPG to take and read for discussion at the next meeting. There are headlines for patient care. The GP contract for 2025/26 involves amendments to the existing General Medical Services (GMS) contract, with the BMA's GP Committee for England (GPCE) agreeing to the proposed changes in principle, contingent on a government commitment to a full renegotiation of a new national contract within this Parliament. Targets and thresholds have been changed which affects funding – some practices may lose money per patient. Nick is to send the document electronically.
- MP visit - Michelle Welsh (MP for Sherwood Forest) will visit the practice on 28th March, this is a low key visit – Nick will attend.

Nick
Denise
All
members
of PPG

ACTIONS -

- Nick to email the document 'Changes to the GP Contract' to Denise for distribution to the PPG
- All members to read for discussion at the next PPG meeting (Tuesday 29th April)

8. Village Get Together – 18th May

It was felt that the Village Get Together offered an opportunity for the video/ slide show promoting the PPG, with the possibility of video and/or photos.

Pat spoke about the u3a and the CORE presentations and that a promotional PPG presentation might be made in similar manner to these, however there could be cost implications.

Pat has contact details of the producer/editor of the of the u3a presentation; she was asked to research further, make contact with this person and report back to the next meeting. She agreed to take this on board.

ACTIONS –

- Pat to research contact for videoing and/ or editing of a presentation for the next PPG meeting
- Ideas for presentation/ engaging with patients – please send to Pat

Pat
All PPG

9. AOB

Nick doesn't want to lose the initiative of the work on Sleep; he is mindful of the positive advice and support that Sleep Station can offer. Nick is still keen to find a vehicle to continue to help patients - suggesting that the free part of Sleep Station offered positive advice and could offer patients support. There was some discussion about the resources being accessed online and that this might be a barrier to some patients accessing resources, there was more discussion over how this might be a challenge too with future developments and accessing NHS services online through the NHS website and NHS App. Dr Caroline Wight suggested that a survey around the use of IT and how that impacts patients accessing services would be useful to the practice.



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Sam volunteered to find data relating to the demographic of the area –liaising with Caroline – Denise to circulate to the PPG.

Sam,
Caroline,
Denise

Potential survey: To find out whether and how patients access online services for health services

PPG
members

10. Meeting ended 6.25pm

11. Date of next meeting Tuesday 29th April 5.15pm (Caroline W sends apologies)

Note last Tuesdays of each month

- May – Tuesday 27th (after the Spring Bank holiday)
- June – Tuesday 24th AGM?