

**Wollaton Park Medical Centre  
PPG Meeting 29 March 2021 by Zoom**

**Present:** David, Julie, Malcolm, Mary, Miriam, Sue and Yesmean; Claire Glover, Charlotte Durose-Revill (Social Prescriber)

**Apologies:** Ann, Christine, Helen, John and Rosie

**NOTES**

<b>Agenda Item</b>	<b>Summary of Discussion and Actions</b>	<b>Responsibility</b>
Welcome	Yesmean welcomed members and also Charlotte Durose-Revill, the Nottingham City GP Alliance Social Prescriber assigned to the Primary Care Network 7 (PCN 7)	
Practice update	<p>Dr Caswell, replacing Dr Ambrose long-term, was now working an extra weekly session and Dr Nelson would be joining the practice from April. Dr Silcock was back and also Michelle.</p> <p>Though telephone consultations had their limitations, it was found that there were compensating benefits, both for patient and doctor and they were likely to continue as appropriate in the future.</p> <p>The booking of appointments continued to cause frustrations, not least for patients. In an attempt to address this;</p> <ul style="list-style-type: none"> <li>➤ Doctors are making the appointments themselves for patients who require a follow-up appointment rather than directing the patient to ring for an appointment.</li> <li>➤ The inconvenience of having to ring at 10.00am for non-urgent routine appointments was continuing to pose a challenge especially for people working in roles with no flexibility to take time-out and make a call at the specified time.</li> <li>➤ Online booking of appointments continued to be unavailable.</li> </ul> <p>Members again commended the practice for the level of service which continued to be available despite the pandemic and Claire indicated appreciation for the group's support and encouragement.</p>	
Actions from last meeting	Yesmean and Claire designed an information sheet/poster to remind patients of the current measures in place to contact and interact with the practice and Claire reported that this was having some positive effect. Its wider circulation was proposed, such as the local school and the community centre.	
Vaccination	➤ All housebound patients had now been vaccinated for the first time, but the number of self-	

	<p>identifying housebound was rising.</p> <ul style="list-style-type: none"> <li>➤ There was a significant shortfall in the vaccine supply which meant that general availability was still limited to the over-50s and that many centres were open for shorter hours.</li> </ul>	
<p>Social prescribing</p>	<p>Charlotte is employed by the GP Alliance and covers the practices within the Primary Care Network 7 (PCN 7) area which include, Deer Park, Derby Road and Grange Farm Unlike some of her colleagues in other PCNs she was working on her own and had been appointed only six weeks before the first lockdown, so her experience of supporting people so far had been almost only by telephone and she was looking forward to a more normal situation with face to face contact in due course.</p> <p>Charlotte provided an overview of her role, which is wide ranging and includes offering the registered practice population support on a whole host of non-clinical matters and connecting people to community and public services that offer practical and emotional support:</p> <ul style="list-style-type: none"> <li>• Supporting people access welfare and benefits advice, including making applications.</li> <li>• Sign posting people to access support for lifestyle changes to improve their health</li> <li>• Offering guidance, support and sign posting for mental health related matters.</li> <li>• Reducing isolation and loneliness by connecting people to groups and opportunities for volunteering</li> </ul> <p>Referrals to Charlotte must come from a member of the practice team and this could be the GP or the reception staff.</p> <p>Charlotte is planning to set up a walking group for the Wollaton Park Medical Centre and anyone can join, although a referral will need be formalised via the practice. Further information will be circulated once details are confirmed.</p> <p>Members raised a number of points and made some helpful suggestions.</p> <p>Sue to forward information about the walking group that she is a member of so that Charlotte can add it to her directory of services.</p> <p>It was clear that the staffing of the service needed to be strengthened, especially in view of the ongoing pressures from the pandemic and the potential increase in demand for emotional, social</p>	

	<p>and financial support.</p> <p>Members also suggested supporting Charlotte in promoting her services by way of holding a PPG coffee morning in the practice once Covid 19 restrictions ease and we can interact face to face, albeit with some level of measures to ensure safety.</p>	
Future topics	Self Help Nottingham, Connect Notts, Healthwatch.	
Date and Time of next meeting	Monday 24 May 2021 at 14.00 via Zoom	