

## Staithe Surgery

### Patient Participation Group

Monday 4<sup>th</sup> December 2017

### MINUTES

**Present:** Mat Phillips – MP (Practice Manager), Kate Bywater – KB (Assistant Practice Manager), Jo Mason – JM (Office Manager), Liz Austrin – LZ, Frances Bailey – FB, Carolyn Truss – CT & Karen Norton – KN.

**Apologies:** Margaret Newton – MN, Carol Prosser – CP and Dorothy Unstead – DN

**Guest Speakers:** Mike Swallow – MS (NEL CSU) & James Leeming – JL (North Norfolk Primary Care).

**Minutes:** KB

#### Welcome

MP welcomed and thanked all for attending.

Apologies received as above.

#### Guest Speakers

##### Enhanced Summary Care Record

Mike Swallow from NEL CSU attended to present the Enhanced Summary Care Record Service.



Summary Care  
Record.pptx

##### Improved Access

James Leeming, Chief Operating Officer from North Norfolk Primary Care attended to present possible future plans for Improved Access.



Improved Access  
Scene Setting Slide - t

James advised that PPG input will be required early next year; therefore if anyone is interested and would like to be involved please express your interest to MP.

*(JM, MS & JL left the meeting).*

## **Matters arising from previous meetings**

### **Health Awareness Event**

The Health Awareness Event back in September proved a great success and was very well attended.

Thank you to everyone that helped out in any way.

### **NNCCG Signposting Project**

The trial has now come to an end. However, due to the positive feedback that was received and the number of patients that have successfully been signposted, it has been decided to continue with the project.

### **Flu 2017/2018 Campaign**

The flu week proved a great success with lots of positive feedback from both patients and staff due to being more organised, quicker to get through, more car park availability and less stressful!

MP advised that the 2018/2019 campaign will be run in a very similar way by having a 'Flu Week' although there may not be a Saturday clinic as take up for this day was much lower than in previous years. MP noted that many of those who attended were retired, so we had not captured more workers than normal and those who did attend some had not realised that the practice had been running a pre-bookable service throughout the week.

MP will seek patient's views and increase publicity

The vaccinations have been booked for early September 18; therefore the flu week will be mid-September, slightly earlier than this year.

### **Productive General Practice**

MP advised on the outcome of this management consultancy that is aimed to look at processes within the practice. The practice scrutinised admin and nurse / HCA clinic availability.

## **New Business**

### **DU – Withdrawal from PPG**

DU has sent a very kind letter advising that sadly she is leaving the PPG, she expressed her enjoyment in her past involvement and wishes everyone all the best.

MP will write to express thanks on behalf of both PPG and practice.

### **Staff Changes**

Dr Hannah Rawlins returns from Maternity leave in January 2018.

Dr Anoop Dhesi will be taking a sabbatical between January and April 2018 – Dr Hans Dethmers who has been covering for Dr Rawlins will now cover his absence.

Katie Hart (Receptionist) will sadly not be returning to work following her Maternity leave – The receptionist recruitment process is currently underway.

Dannielle Dawson who is currently our Dispensary Apprentice is due to successfully complete her dispensing training this month. The practice is delighted that she has accepted a permanent position with us here at the surgery.

### Vacancies

In addition to the Receptionist post, the practice will soon be advertising for an Administrative Apprentice – this will be a dual role between the dispensary and admin, the successful candidate will undertake a Customer Service NVQ.

### MJOG

MJOG is a text messaging service which allows both sending appointment reminders as well as any other important information to patients via text message. This service also allows patients to respond to certain texts.

### Any Other Business

FB thanked the surgery for their prompt care when her Husband fell ill recently and that she had a very positive experience with Dr Jennie White. MP to pass on this compliment.

KN advised on recent positive experiences when encountering the new signposting techniques, however, did express that she was booked to discuss her results but unfortunately, when discussing with the doctor it appeared her results were not back.

Ways to present this reoccurring were discussed and will be discussed with the admin team at the next admin meeting.

### Date of Next Meeting

Next meeting date – Monday 5<sup>th</sup> March 2018 at 4pm.

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