

Staithe Surgery

Patient Participation Group

Wednesday 6th September 2017

MINUTES

Present: Mat Phillips – MP (Practice Manager), Kate Bywater – KB (Assistant Practice Manager), Carol Prosser – CP, Carolyn Truss – CT & Taryn Yarnell – TY.

Apologies: Dermott Allen – DA, Liz Austrin – LZ, Frances Bailey – FB, Roy Lond – RL, Margaret Newton – MN, Karen Norton – KN, Brian O'Connor – BO & Dorothy Unstead – DN.

Minutes: KB

Welcome

MP welcomed and thanked all for attending. Apologies received as above.

Matters arising from previous meetings

Staff changes

Dr Jennie White joins the practice as a part time salaried GP on 14th September 2017.

Dr Hans Dethmers will continue his long term locum sessions with us covering for Dr Hannah Rawlins maternity leave. This cover will continue into 2018.

Health Awareness Event

We have had a positive response from local support groups with many of them willing to attend on the day.

Thank you to all those members of the PPG that have offered to help, it is greatly appreciated and we look forward to seeing you there. It was also suggested we hold a PPG stall to try and encourage PPG participation.

One of our Practice Nurses will also be attending this year, running a health promotion clinic.

NNCCG Signposting Project

This project is progressing well and we are nearly at the stage where we would like to trial this project.

The project was discussed in detail as some of the group had some reservations but CP has kindly offered to attend the Signposting Conference along with members of the surgery.

Flu 2017/2018 Campaign

The pre-bookable clinics have been very popular and the practice has already filled many of these slots. MP advised that extra appointments will be created to meet demand throughout the flu week.

There is also a possibility that Radio Norfolk will be attending to run a story.

New Business

[IPSOS MORI 2017 Patient Survey](#)

The survey was looked at in detail and overall Staithe Surgery has performed very well and above the national average in practically all areas.

Productive General Practice

The two projects that the surgery is currently working on were briefly discussed:

- Incoming communications to look at all areas to reduce wasteful processes and increase time for GPs.
- Appropriate appointments. As with the signposting work, this project is to look at all appointments across the spectrum of clinical staff.

Changes to Hospital Contracts

MP advised the group on the changes to hospital contracts which now request that secondary care now complete various work streams that find their way back into the GP practice.

This includes unnecessary re-referral by a GP following patients who fail to attend their hospital appointment, timescales on hospital letters reaching the practice and hospitals providing adequate medication for those patients who need to start their new drug urgently.

It is hoped that this will provide additional time for GPs and practice staff.

Norfolk Carers Support

As of 30th September, Norfolk Carers will no longer be providing the support services in this area. The services are to be taken over by Voluntary Norfolk but we are yet to receive further information.

Once we know more, MP will arrange for Voluntary Norfolk to attend a PPG meeting.

Norfolk Deaf Association

MP provided a flyer of what services the NDA provides.



Winter Pressures

MP advised, following advice from NHS England, that the extra appointments that were made available last year to assist with increased demand over winter is currently not available for this year.

North Norfolk CCG is hopeful that this could change and are providing evidence that these additional appointments assisted with reducing the impact upon A&E departments throughout the region.

Date of Next Meeting

Meeting days and times were discussed and as this evening meeting was not well attended it was decided to hold the meetings on a Monday, 4-5pm as for previous meetings.

Next meeting date – Monday 4th December 2017 at 4pm.

Mat Phillips
Practice Manager
mat.phillips1@nhs.net
01692 584315

Kate Bywater
Assistant Practice Manager
kate.bywater@nhs.net
01692 584314

Joanne Didwell
Assistant Practice Manager
joanne.didwell@nhs.net
01692 584314