

Staithe Surgery

Patient Participation Group

Monday 27th March 2017

MINUTES

Present: Mat Phillips – MP (Practice Manager), Kate Bywater – KB (Assistant Practice Manager), Dermott Allen – DA, Liz Austrin – LZ, Frances Bailey – FB, Roy Lond – RL, Margaret Newton – MN, Karen Norton – KN, Brian O'Connor – BO, Carol Prosser – CP, Carolyn Truss – CT, Dorothy Unstead – DN, Taryn Yarnell - TY

Apologies: Carolyn Truss - CT

Minutes: KB

Welcome

MP welcomed and thanked all for attending.

Welcome to our new members – BO and TY.

Apologies received as above.

Matters arising from previous meetings

PPG Awareness and Survey

CP kindly attended the surgery to promote the PPG and to gather as much information as possible in order to help plan for our 2017 flu clinics.

Feedback from CP on her findings.

Thank you to CP for taking the time to help.

If anyone else is able to spare any time to help with this project please advise MP – your help would be gratefully appreciated.

Delivery service

There seems to be an increased need for this service – the plan is to initially focus on vulnerable and housebound patients and then expand the service at a later date.

There is still a lot of investigation needed and MP will update the group as and when he has any further information.

Winter Pressures

Update from MP – extra appointments were available from September to March and proved a success.

NHS Diabetes Prevention Programme

The programme has now started and the clinics are now being held here at the surgery.

New Business

Norfolk Carers

Gail Northman will be attending the surgery the last Friday of each month.

Staff changes

Dr Hannah Rawlins is now on maternity leave.

Dr Hans Dethmers has replaced Dr Rawlins and will be here until December, working Wednesday's and Friday's.

Electronic Prescribing Service

The Electronic Prescribing Service seems to be working well and we are now moving onto 'repeat' prescribing.

Community Respiratory Service

MP advised the group on the speciality clinics that are being run here at the surgery, enabling those patients with severe respiratory problems to receive treatment from the surgery rather than having to attend the hospital.

Receptionist Signposting Project

MP and KB advised the group on the recent activity relating to this new project.

The group were very interested but did have some concerns about how this would affect patients if they were questioned as to why they were needing an appointment.

DO suggested the group might benefit from seeing any literature or training programmes available – MP to forward any literature to the group as and when it becomes available.

Telephone problems

Since transferring to VOIP lines we have encountered numerous problems with our phone lines.

Engineers are currently working on the problems and are trying to resolve the issues ASAP.

Planned works

MP updated the group on the works planned:

- New kitchen (water damage due to leaking boiler)
- Lighting in reception area (new lights needed to increase the light capacity)
- Dispensary (new shelving areas to be installed to enable dossette box preparations)

Contract changes

MP advised the group on several contracts that are due to change provider in April.

Leeway – Domestic Abuse Training sessions

Leeway are coming in to provide training and awareness to all the staff on domestic abuse.

The group thought this was an interesting topic and would welcome some training themselves – action MP.

Health Awareness Event

In collaboration with Stalham Green & Ludham Surgeries we will be holding another Health Awareness Event on Friday 22nd September, at Stalham Town Hall.

More information will be available soon but we would be very grateful for any help with refreshments.

Facebook

The surgery will shortly be opening a Facebook page – the page will not be available for comments, it will purely be for information purposes. Discussed – all members of the group were very supportive of this.

Apprentice of the Year Award

Shannon Taylor, our previous apprentice has been awarded 'Apprentice of Year'. We are extremely thrilled with Shannon's achievement and are pleased to welcome her to the team on a permanent basis.

Any other business

Automatic front doors

The group questioned whether there was any possibility of fitting automatic front doors – discussed, MP advised that unfortunately this is not something that will be installed in the near future but that the door bell is available should it be needed and that the reception staff would be more than happy to assist.

Reflective tape on bollards

KN advised that the tape on the front bollards was coming off – action KB.

Date of Next Meeting

Monday 4th June 2017 at 4pm.

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