

Staithe Surgery

Patient Participation Group

Monday 9th January 2017

MINUTES

Present: Mat Phillips – MP (Practice Manager), Kate Bywater – KB (Assistant Practice Manager), Liz Austrin – LZ, Margaret Newton – MN, Karen Norton – KN, Margaret Newton – MN, Carol Prosser – CP, Carolynn Truss – CT

Guest Speaker: Stephanie Tuvey – Healthwatch Norfolk

Apologies: Dermott Allen – DA, Frances Bailey – FB, Roy Lond – RL, Dorothy Unstead – DN

Minutes: KB

Welcome

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

Guest Speaker – Healthwatch Norfolk

Stephanie Tuvey explained the role of Healthwatch and discussed her current projects, focusing mainly upon the transport project which is being worked upon alongside Norfolk County Council's Total Transport Project. The project is being run to promote awareness and improve community transport.

Matters arising from previous meetings

Patient Direct TV screen update

MP updated the group – unfortunately there have been some problems with the installation but we should be moving forward now and hopefully before long the information required will be available.

Managed Repeats Update

The 'managed repeats' service is proving a success and more and more patients are now being successfully moved across.

Flu Campaign 2016/2017

Update from MP on the numbers vaccinated and our concerns over losing patients to Boots Pharmacy.

PPG Awareness

MP has produced a survey in order to try and promote the PPG – several members of the group kindly offered to attend the surgery to encourage patients to complete the surveys.

MP has also included a section on the flu campaign in order to get patients views and opinions for our 2017/2018 Flu Campaign.

KN recommended a PPG board is placed in the waiting area – MP thinks this is a good idea and would like to introduce this at a later date.

(MP will make contact with the members who have kindly offered to help).

New business

Staff changes

We have recruited a new Salaried GP, Dr Carolyn Scott, she started in October and works Mondays, Thursdays and Fridays.

Dr Hannah Rawlins will be going on Maternity leave in March 2017 – we are currently still seeking a replacement for her role.

We have recruited a new Health Care Assistant, Jaclyn Stewart. Jaclyn started with us in October and her role is very varied – phlebotomy duties, Health checks, dressings & vaccinations.

Over the past six months we have recruited various members to our dispensing team which seems to be working extremely well – Jan Doughty (Dispenser), Toni Ward (Dispensary clerk) & Madeleine Howard (relief Dispenser).

Katie Hart, our receptionist is also leaving this month to go on Maternity leave – Emma Ward has replaced Katie.

Repeat Prescription - Letter from Lessingham Parish Council

Lessingham Parish Council have expressed their concerns over the removal of the answerphone – MP has sent a letter of response advising of the reasons behind this decision, including the possible dangers.

A further letter has been received and it talks about a prescription delivery service that could be supported by the PPG. Those members felt that the group was too small and therefore this would not be viable at this time.

Although a delivery service is something that the practice has looked into on numerous occasions. MP advised he will continue to look into options.

Stephanie Tuvey also advised she is aware of other practices that offer this type of service and will see if she can find out any information, and if so, will report back to MP.

Winter Pressures

Due to an increase in illnesses over the winter months and an increase in A&E attendances, a new campaign has been launched for 3 CCGs in Norfolk (North, Norwich and South) and all practices have agreed to offer further appointments on a weekly basis. This should continue for several weeks over the winter months.

<http://www.edp24.co.uk/news/health>

New NHS Diabetes Prevention Programme

MP advised on the new service and the letters that have been sent to patients meeting the criteria.

The service is a 9 month programme of advice, guidance and encouragement regarding diet, lifestyle and physical activity.

This surgery will host the groups for the Stalham area and surrounding villages and the facilitator will provide one to one clinics discussing lifestyle advice and also have group exercise classes.

CP kindly offered her services as a 'Patient Supporter' and if this is something the facilitator would like to offer, MP will be in contact.

NNCCG Conference

The CCG are looking into re-starting the North Norfolk PPG Conference and are asking for the level of interest – several members of the group expressed their interest therefore MP will report this back.

Freedom to speak up

MP advised on the new guidance issued by NHS England on Whistleblowing policies within the NHS.

Any other business

Front desk

LA expressed her concerns over the difficulties some patients may have when asked to complete forms as there is nowhere to sit at a desk and do this comfortably – KB advised that most forms can be completed at the patients home but that it would be a good idea to have some clipboards for those needing to complete paperwork urgently. Action KB.

Date of Next Meeting

Monday 3rd April 2017 at 4pm was agreed at the meeting but this is now subject to change – MP will be in contact.

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