

Staithe Surgery

Patient Participation Group

Monday 12th September 2016

MINUTES

Present: Mat Phillips – MP (Practice Manager), Jo Mason – JM (Office Manager), Liz Austrin – LZ, Frances Bailey – FB, Roy Lond – RL, Karen Norton – KN, Dorothy Unstead – DN, Dermott Allen – DA

Guest Speaker: Gail Northman- Norfolk Carers

Apologies: Margaret Newton – MN, Carol Prosser – CP, Carolynn Truss - CT

Minutes: JM

Welcome

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

Guest Speaker – Norfolk Carers

Gail Northman Carers Support Lead gave an insight into her role at Norfolk Carers and what support the service can provide, i.e. assistance with form filling, advice line and “Time For You” which allows unpaid carers time for themselves.

Gail will also come to our Flu Clinic on Thursday 6th October and have a stall with information and leaflets.

Matters arising from previous meetings

Drugs requiring blood test alongside medication review.

This has been trialled for a couple of months but due to operational reasons, the GPs have requested that this returns the original 7 months not the 6 as requested. Patients would be advised of any blood tests etc. that they require in good time.

PPG Student Recruitment (High School)

CP has discussed this with the school.

Intracare

Medical care for Africa. <http://intercare.org.uk/>

There is a list of items that can be accepted, all must have 6 months expiry date and no drugs can be sent out that have been returned by patients. Due to these constraints MP advised that

this would not be financially viable for the practice to send as medical items carry a significant cost.

MP suggested that the PPG may wish to consider fundraising for this cause.

Car Park Lines

The white lines identifying parking bays in some areas still need to be repainted.

NAPP- Research Study

Will await update from CP

TV Screens in the waiting areas.

We have been approved for 2 screens. Originally advised it would be six weeks to be installed in early July 16, MP discussed with the installing company last week and hopes that these will be installed very soon.

Although these screens will be used for advertising, additionally they will be used for health promotion (i.e. <http://www.nhs.uk/staywell/> (NHS advice to stay well this winter), real time information should a clinician be running late we can advise by a 'news type' ticker tape message scrolling along the bottom of the screen. Also it is planned for posters to be removed from the walls and added to the rotational information screen.

PPG Awareness

DU shared thoughts on how best to promote PPG for more awareness and potential recruitment and how to engage people with transport difficulties. MP has forwarded some posters which LZ has already put up in local community venues.

MP suggested that a PPG stall may be of use at either or both of our flu days to inform patients about what the group does. KN and FB advised that they could assist, should any other be able to offer some time please let MP know. MP discussed that if it gets too busy and/or crowded then we may not have any space for a stall and will need to abandon.

To assist the group, it was agreed that a questionnaire could be given on these days to engage with other patients and promote the group. See embedded (or attached) document as a draft copy of the questionnaire. Any further suggestions to this, please advise MP soonest



PPG

Questionnaire.rtf

By MP

I will provide other literature about PPGs. Likewise if any of the group have any information that they would like to share that would assist with informing patients upon what the PPG does, please let me know. Thanks.

New Business

NNUH- In your shoes campaign

Listening to your views - Putting our Pride values into action

Norfolk and Norwich University Hospital would like to hear your views about what was good about care you or your loved one received from our services - and what needs improving.

As a part of our 'Values into Action' campaign, they are running a series of "In Your Shoes" events in October 2016 and are looking for people who have used our services within the last 18 months and are willing to share this with us so that we can learn what we need to do to make a difference to patients in the future.

You can register to attend any session below that is most convenient to you. Refreshments will be provided:

Monday 3rd October, 6.00pm - 8.00pm

Tuesday 4th October, 9.00am - 11.00am

Wednesday 5th October, 11.30am - 1.30pm

Thursday 6th October, 9.00am - 11.00am (Cromer Hospital)

Friday 7th October, 12.00pm - 2.00pm

For more information and to book your place, go to: <http://www.nnuh.nhs.uk/other/pvia/>

Flu Campaign

The annual Flu Campaign will be held on Thursday 6th October 08.30am to 12.00 noon and 1.30pm to 5pm and on Saturday 8th October 08.30am to 12 noon. This has been advertised within the surgery with posters, leaflets and slips on repeat prescriptions, on the surgery website and also advertised in local papers and village news letters.

Assessable Information Standard

New information standard for implementation by all organisations that provide NHS or adult social care.

This is part of the Health and Social Care Act and has been established to assist all with additional needs i.e. hard of hearing, sight impaired or learning difficulties can receive information that they can access or understand.

The practice has changed some forms to ensure that these patients are identified so we can highlight or flag their notes to improve outcomes and experiences. Although it is not feasible to have all posters or forms in a larger font, some forms have been altered and others will be available upon request.

Meningitis ACWY Vaccination

There has recently been news coverage about the Meningitis ACWY vaccine. This is for young patients who are about to start university or college this autumn. Eligibility for the vaccination

are patients aged 18 years on 31st Aug 2016, were aged 18 on 31st Aug 2015 and patients up to 25 years who are going to university or college for the first time and not previously vaccinated against Men ACWY.

School Readiness Checks

We will be offering School Readiness Health Checks for children as part of the Norfolk Healthy Child Programme. This service was previously provided by the Health Visiting Team but will now be a service that is offered by our Practice Nurses. The Nurses have had training and the roll-out is expected within the next few weeks.

Repeat Prescriptions

Managed repeats system explained and need to recruit more patients to the system.

Purpose of managed repeats is to ensure patients receive medication intended for them with sufficient information to enable to use items effectively and maintain compliance by ensuring medication is ready in the timeframe specified by the dispensary.

The dispenser and patient will check the repeat list and tick items required for the following month and the patient will sign the bottom part of their repeat list to confirm they have ordered the items ticked for the following month. The dispenser will hand over a ticket to the patient complete with the earliest collection date when they can collect from the surgery.

See more information about Dispensary Services and managed repeats in the below leaflet



Dispensary
leaflet.pdf

Dispensary

Issues regarding the dispensary discussed. Recent stock take combined with staff sickness and holiday has meant the dispensary is currently under pressure and there is a backlog in prescriptions.

Any Other Business

MacMillian Coffee Morning. Unfortunately we will not be holding the event this year due to time constraints. KB sends her apologies regarding this and plans to do this next year.

Date of Next Meeting

Monday 9th January 2017 between 4-5pm. Hope to see you all there (with others from our recruitment drive!)

Mat Phillips

M D PHILLIPS
Practice Manager

Annexes

- A PPG Questionnaire
- B Dispensary Leaflet

Contacts:

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