

Staithe Surgery

Patient Participation Group

Monday 3rd December 2018

MINUTES

Present: Liz Austrin - LA, Carol Prosser - CP, Karen Norton - KN, Carolyn Truss – CT, Mat Phillips - MP, Kate Bywater - KB, Anya Parker - AP, Phoebe Starling - PS

Apologies: Margaret Newton - MN

Minutes: KB

Welcome

MP welcomed and thanked all for attending.

Previous Minutes

Minutes of 3rd September 2018 were agreed.

Matters arising from the last meeting

MacMillan Coffee Morning

Thank you to everyone who donated and helped out, we raised a fantastic £240.66.

Flu Campaign 2018/2019

We are currently 2% down on last year's figures; however this could be related to the disjointed delivery service that was out of our control.

MP has pre-ordered the 2019/2020 flu injections and we have been advised they will all arrive in the one delivery in mid-September 2019 and as for this year's campaign, Public Health England have advised that there will be a different vaccine for over 65s.

Improved Access

We had a Nurse practitioner join us for one day last month as part of North Norfolk Primary Care's Improved Access and it is hoped we will be given further dates for more clinics.

There is also an opportunity to have a Community Pharmacist placed within the surgery for a period of time. We have submitted our interest and are awaiting further details.

New Business

Changes to staff

Dr Rachel Christie – as of 2nd January 2019, Dr Christie will become a Partner.

Becca Morton – Becca is undertaking her Nurse Practitioner training and will start to see patients with minor injuries and minor illnesses.

Nina Kadri – Nina has joined our team as a Trainee Nurse Practitioner and will be based in the treatment rooms whilst undertaking her training.

Charlotte Lee – Our Health Care Assistant Charlotte is preparing to undertake an apprenticeship nursing pathway, fortunately she will remain working with us here at the practice and most of her training will be undertaken on the job and via placements.

Dawn Clayton – Our Practice Nurse Dawn left last month, she has left to work at a Practice closer to home.

Shannon Taylor – Our secretary Shannon left last month, she has left to work at the Norfolk & Norwich University Hospital.

Retirements – Sue Perrott, our Practice Nurse will be retiring at the end of January 2019, Sylvia Jackson, another Practice Nurse will be retiring in April and will return for one day a week, our Nurse Practitioner, Bev Jenkins also retires in April 2019.

Mat Phillips – Our Practice Manager, Mat will be leaving the practice in January 2019 as he had established his own business and needs to dedicate his time to this. As this is new news, currently a plan is being considered as to his replacement.

Late night opening

As of January 2019, the late night surgery will switch from a Wednesday to a Monday. This change has been made due to Dr Christie not working on a Wednesday and as a Partner she will become part of the evening GP rota.

PPG Events

NNCCG & SNCCG Joint Stakeholders Meeting – MP gave feedback on the meeting regarding the wider NHS and the introduction of new services and tendering of contracts.

PPG Workshop – KB and LA gave feedback on the recent event, in particular focusing on how to become a 'Dementia Friendly Practice' and a successful Mental Health Patient Awareness Event (both of which we hope to do in the future). It also focused on the benefits of networking and attending conference events.

Links with the High School

KB has been invited to attend the Stalham High School Careers Fair in the New Year and it is hoped that through this we can make some contacts and encourage younger PPG members.

Dispensing Patients

The Dispensary are currently contacting patients who have recently left our dispensary service in the hope that we can encourage them to re-join. At present, it appears that many were unaware they could use our dispensary due to re-locations and therefore many are re-joining as they find this more convenient.

Telephone Call Queuing

We have recently switched our telephone system to house a new 'call queuing' service. This system has been implemented to improve patients waiting times when calling the surgery and to also assist with a change in the way the office team work. Although early days, this is very popular with the staff, and patients have also commented on this improved service.

KB advised that whilst on hold, patients are advised where they are placed in the queue.

KN advised she has had recent encounters with the 'call queuing' system and from her perspective also seems a success.

Infrastructure

A bid has been placed to make clinical developments to a couple of our consulting rooms and we are currently awaiting the outcome.

MacMillan Bus

The MacMillan Bus will be situated here in the car park on Friday 25th January 2019 between 10.00am and 3.00pm to provide support to patients and to offer advice and guidance. This invite is being offered to other local practices to ensure that this service is promoted widely.

Alongside this and to help with promotion, we would like to hold a 'coffee morning' however, due to staff leavers, managers are unable to commit to the organisation and delivery of this service, therefore CP, CT, LA & KN have kindly offered to manage this which we are extremely grateful for.

Stalham Community Gym

KN advised that Stalham Community Gym are very keen to come in and liaise with patients.

Press release over prescribing of specific drugs

CP and others expressed their concerns over the recent press release concerning the discontinuation of certain drugs on prescription. MP confirmed he had not received anything official and if there was any feedback he would let the group know.

Date of Next Meeting

Monday 4th March 2019 at 4.00pm – please let Kate Bywater know of any agenda items.

Practice 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