

Lead Co-ordinator: Liz Hewett

Secretary: Vacant



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## PPG Meeting Notes 24.4.18 Cromer Practice

### Attending:

David Bailey, L Hewett, D Quay, I Philpotts, L Shipman, J Rattle, R Evans, R Page, S Nash, S Jennings, L King, E Harris, D Witham, T Johnson, B Fowler, E Redmond. And A Snelling and R Sparks from the Practice Management

Apologies received from M Russell, J Laker and V Callaghan.

The meeting started with self-introductions in response to the survey feedback that states that group members didn't know who other members were. The minutes of 13th March were accepted as correct with the note that Cromer Cares is the correct name for the new group in Cromer not Cromer Carers as stated. No matters arising. Feedback from the PPG Members Survey: L Hewett reported that 11 members have completed the survey and it is still not too late to respond

- Complaints and Compliments - Two letters of Compliments for Doctor Oliver and one for Dr Blunt, giving excellent care and one for Liz Ross, for efficiency. There was an appointment mix up which was a genuine error by a new receptionist.
- Did Not Attend - These were consistent with last month being 247 missed appointments out of 6176 made. One was definitely the result of congestion in reception. The Chair suggested that one of the PPG's targets could be to reduce this by 10% in six months...
- Fundraising Report (DW)£500 received from Overstrand Parish Council£10 from the sale of "Proudly Sponsoring" sign to a local business. A supply of these were handed out to encourage members to hand out and sell.£100 was gifted by member Shay Nash's late husband, Tony. Shay was thanked for this. Overstrand Fair is on 15th July and quality gifts requested from members. A signed print by Simon Sexton was deemed suitable for a raffle. Gambling rules need to be checked. L King mentioned the Trimmingham Art Festival this weekend and is happy to try for donations. After the reception BP machine is purchased then the next request from the Surgery is for two 24hour blood monitoring machines as currently all but one owned by the Surgery are out of action. A receipt book will be purchased. The next Fundraising meeting is at the Surgery on Tues 1 May at 9.30.
- PPG Week. 4-9 June It was agreed that this was a good week to be seen in reception, encouraging the use of the Check-in machines. Mornings were identified as the busiest time. Liz requested emails from members of their availability for a rota to be made. Liz, Liz, Julia S (not available on Thur), Rose, Caroline, Esther, Ruth, Tracey, Shay, Erica (not available on Wed or Friday) agreed to help with this.
- Health Watch-The aim of the recent meeting held in Aylsham was to help with congestion in A & E. A & E blocking occurs due to patients feeling they have inadequate access to their own GPs. A figure of 25% usage of A & E's attributed to this. The meeting was attended by around 25 people mainly professionals in the Health Care Industry or PPG members and not the public at large. The issue is complicated by a diversity of needs in different areas.
- Any other business. An AGM of the PPG needs to be booked to elect the Chair and Secretary. 4th September between 5 - 7 was suggested and members was asked to submit ideas for speakers. A Doctor or Nurse Practitioner was suggested. Room needs to be booked. S Nash expressed her thanks for all the kind condolences she had received after the passing of her husband Tony six weeks ago. The date of the next meeting was set to 0930 on Tuesday 5 June at Cromer Group Practice. D Quay gave her apologies.
- The meeting ended with a visit to the new Surgery lead by A Snelling.