

Chair/Lead Co-ordinator: Liz Hewett

Vice Chair : Ruth Page

Secretary: Erica Redmond



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Minutes of Cromer Group Practice Patient Participation Group

Tuesday 30th April 2019

1 Welcome

Liz welcomed everyone to the meeting and introductions were made, as we had a new member attending Martin Booth. Martin is a spokes person – Campaign to Save Mental Health Services in Norfolk and Suffolk and is a representative for North Norfolk Trade Union Council.

The meeting would also include a presentation on ‘Living Well with Arthritis’ by Chris Preston, Service Co-ordinator.

Attendees: A Philpotts, B Spencer, B Fowler, C Haynes, D Bailey, D Priddle, E Ritsinger, I Philpotts, L Hewett, M Booth, R Batson, R Page, S Nash.T Johnson.

2 Apologies: A Snelling (CGP), Ca Jennings, E Redmond, E Harris, J Laker, J Rattle, L King, M Saunders, R Evans, S Spink, V Calaghan.

3 Minutes Tuesday 26th March 2019: Were accepted

3a Matters Arising:

The variable height chair for the blood pressure machine in reception had now been purchased by the PPG.

The taxi telephone has been installed in the lobby area of the Practice entrance for the use of Patients.

Car parking: No update.

Water Machine: Averil had made some enquiries regarding the costs involved, these had been passed onto to Liz. The idea of having a water machine was discussed with the Partners and agreed to install one water machine in the ground floor waiting room.

Tesco Donation Coins: Averil had contacted Tesco regarding us having a donation ‘slot’ at their Sheringham store. Applications have to be made to Tesco Head Office via telephone 0800 2324050 further enquiries are to be made.

Dementia Signage Update: Signage has been ordered.

Further Update Re-Signage: The signage is now in place since our meeting, our thanks to J Eastwood for her help in this matter.

Patient Survey: Brian had suggested that we issue a survey/questionnaire to patients, a draft copy of this had been forwarded to Liz, Erica and Ruth. This idea would be carried forward for further discussion with Brian.

4/5 Complaints & Compliments

There were two compliments and four complaints which were mentioned at the meeting.

6 DNA Numbers (Did not attend).

The number of appointments available in March was 6093.

The number of missed (DNA) was 257

This continues to be an ongoing issue both locally and nationally.

During this discussion the new NHS app. was mentioned and some members had found difficulty in accessing the system. The new app will eventually replace System 1.

7 Staff Update

There is a new part time dispenser Danielle Dawson starting later in May, who will replace Emma Medler who has recently left.

8 Fund Raising

The books have continued to be a great success, and Bridget reported that £127.25 had been taken in book contributions during the last eight weeks. Books were always needed but if people have books they are asked not to leave them in reception but contact Liz, Erica or Ruth.

The PPG have been awarded three grants from local Parish Councils:

Felbrigg – £100.00

Northrepps – £100.00

Overstrand – £500.00

There are items that the Practice would like assistance in purchasing for example a Spirometer and Doppler machine. Andy and Liz will meet and update PPG members when a decision has been made.

Bridget suggested that a notice could be displayed by the bookcase, showing how monies raised had enabled the purchase of items for the Practice -Liz said she would do this.

The meeting then welcomed C Preston Service Co-ordinator from 'All of Us Arthritis Versus Arthritis' and two colleagues Mr & Mrs Empson (Cromer Group). Versus Arthritis was launched in 2018, after a merger with Arthritis Research UK and Arthritis Care. There are several local branches including Cromer, Sheringham and North Walsham. The Cromer branch holds their meetings on a Monday and one of the activities is a seated exercise class at Meadow Close, Communal room. The organisation embraces self-management, and one of the aims of the charity is to provide information about the condition and how to manage it.

The group also holds one to one meetings at Sheringham Surgery, the drop-in sessions are led by volunteers who offer advice on pain management through diet and exercise. Chris provided some information booklets which have been left at the surgery. Liz thanked Chris and Mr and Mrs Empson for giving the group such an interesting presentation. Ruth to send Mr and Mrs Empson details of the PPG and application forms.

The meeting then resumed.

9 Dementia Awareness Training Update

There had been two training sessions with J Eastwood, there are no plans at the moment for further training.

10 Any Other Business

Tracy had found out costings of the printing of the leaflet 'Anxious? Depressed? Low Mood? Lonely' produced by R Batson. For 6000 copies the cost would be £186 if folded £20 extra. Liz (Crab Tales) said she was happy for these to be distributed in the magazine.

This was left that Richard and Martin would discuss this further.

Dina and Liz are looking into the possibility of a newsletter being produced and Dina was arranging to visit Fakenham Practice. Further details to follow.

On Wednesday 8th May between 12-2pm at Cromer Pier there will be an event to highlight the campaign to save mental health service in North Norfolk. The event will have stalls representing local volunteer groups and services so people can find out more information on support available to them.

Mental Health Awareness week takes place on the 13th-19th May.

The date of the next meeting Tuesday 4th June at 09.30 – Cromer Group Practice.