



Cromer PPG Notes of Meeting 28th August 2018 Cromer Group Practice

Attendees: D Priddle, J Laker, V Callaghan, I Philpotts, J Rattle, L Hewett, R Page, J Seamer, D Witham, T Johnson, B Fowler, J Woollard, E Redmond.

Andrew Snelling of CGP (partial attendance)

Note taker: E Redmond

Apologies: R Evans, B Spencer, R Batson, D Quay, R Sparks, M Saunders, E Harris, S Jennings, S Nash.

A welcome was extended to new member J Woollard and introductions were made.

The previous minutes were accepted as correct.

Complaints and Compliments

There were two *complaints* – both dealt with.

Compliments

1. Thanking Dr Blunt for her 'kindness and support' together with 'huge thanks' for the Nurse Practitioner concerning the arrangement of the Coeliac testing.
2. "Heartfelt thanks to Dr Oliver for acting with 'courtesy and concern' showing 'care and support from you and the receptionist'"
3. Dr Oliver treating an elderly patient as an 'equal human being with a brain in my head'.
4. Dr Blunt and Reception" Gave 'enough and adequate time'" Were 'Reassuring and Referred on, giving a choice of hospital'" 'Unbeatable even in the USA'

Did Not Attend (DNA)

July 2018 is up a little at 243.

There was general discussion about this ongoing issue. It was noted that latecomers that are 'fitted in' are included in these figures.

The meeting felt it would be good to find out how many of those DNAs are on the text alert system and that the effectiveness of a text alert days before the event could be enhanced by being sent out on the day before or indeed the morning of the appointment for an afternoon slot.

If people are trying to cancel by telephone and can't get through they may give up. People also cancel by text if mobile registered. It was confirmed that if patients are registered on the online system there is a facility to cancel.

L King (Crab Tales) will be approached for an entry containing a reminder to cancel.

Action LH

The PPG agreed to ask CGP about the possibility of a running message about DNAs on the TV monitors as DNA noticeboard is not seen by many.

Action LH & AS

It was agreed more work needs to be done to counter this issue, i.e. is it the same offenders, what factors contribute to numbers.

Data to be investigated

Action DP & AS

Fundraising Committee Update (DW)

The Fundraising Committee, had 'completed' the last of the planned activities with The Strand Club event on the 8th August. The event was very successful and DW would be collecting a cheque in September. DW will be giving a fuller report at the AGM.

AGM Planning

Review of the Year

How do we see the Year ahead (see Any Other Business)

Election for Officers

Any Other Business

Some members are keen to continue the 'Meet and Greet' at Reception. The Receptionists are keen for this to happen as they say they found it helpful.

The PPG is asking for a table and chairs for members in reception to hold forms and instructions for mobile phone and online booking etc

Action LH & AS

It is suggested by JS that a simple way to rota volunteers is a PPG file or diary in reception and people add their names for their 'shift'. This works well in other volunteer roles.

LH keen to have a PPG information file held on reception **Action LH**

JR asked about using a Google Diary and is happy to Investigate **Action JR**

Next Meetings: AGM Tuesday 4th September, 5-7pm & Tuesday 9th October 09.30