



PPG Annual General Meeting

4th September 2018

Present: L. He wett, B Spencer, R Evans, I Philpotts, B Fowler, C Jennings, S Nash, T Johnson, R Page, V Callaghan, Jo Laker, D Witham, E Redmond
Andy Snelling (CGP)

Apologies: J Woollard, D Priddle, M Saunders, J Seamer

Note taker: E Redmond

Introductions: Those present each presented a brief resume of their work history and time in the area.

Looking back over the year:

Flu Clinics

LH spoke of the PPG assisting at last winter's *Flu Clinics* and AS confirmed the Surgery's wish for the PPG's assistance with the Flu Clinics again this forthcoming winter. This clinic is currently at the planning stage and the Surgery is looking at how this may be most efficiently organised. The dates of the clinics are as yet unknown because of matters outside of the surgery's control.

PPG Week

It was agreed that the *PPG Week* was a 'good and successful week'. In particular the 'Meet and Greet' assistance given by members in Reception (including helping and encouraging patients to use the self-check-in and encouraging correct queuing to facilitate privacy at the reception desk) was a great benefit to staff and patients alike. The

receptionists made it known that they were “extremely grateful”. See The Year Ahead below.

The Move: Thanks were extended to AS and all the staff for a smooth transition to the new premises.

T Nash

Sadly, during the year, we as a PPG were sorry to lose the previous Chairman T Nash and PPG agreed it was pleased to see his wife Shay at recent meetings.

During the year we have seen new members attend the PPG and we felt that all should encourage more to join us, to reflect the practice population, i.e. from all ages, ethnicity, sexuality and race.

Fundraising Report (DW)

D Witham began by saying he was continuing what the previous Chair, T Nash, had started when he muted the possibility of raising funds. February saw the first meeting of the Fundraising Committee but prior to that VC and JL had already made an excellent start to the fund by a fundraising dinner and coffee mornings. Overstrand PC had awarded a grant of £500. The August Coffee Morning organised by The Strand Club raised over £460 of which 50% will be given to the PPG.

The current total funds now stand at £1375.50.

A special thank you was given to AS from PPG for sourcing and arranging the purchase of a less expensive Reception BP machine.

The machine was available to use and try out by members after the meeting.

A cheque for the purchase was handed over to AS.

It is planned that in the forthcoming year we aim to fund raise for the two 24hour Blood Pressure Monitors. After purchasing the machine there is still £365 in the bank.

D Witham thanked members of the Fundraising team and encouraged others to join the Fundraising Team.

D Witham was thanked for his work as Chair of this sub-committee.

Election of Officers

E Redmond was elected as Secretary. No other candidates.

R Page was elected as Vice Chair after a secret ballot as two nominees.

L Hewett agreed to remain as Chair 'for one more year'.

The Year Ahead (LH) See also August Meeting notes.

Due to the success of the Meet and Greet, some members are willing to continue with this service. As well as helping patients use the e-check in, members will encourage registration of mobile phone numbers and registration to use online services. We will investigate the possibility of instructions for same to be held on our table (if available).

J Rattle (absent) has previously offered to investigate Google Diary as a means for members to register their 'shift'. Another option is a Diary behind the Reception Desk.

Action JR

AS is keen to promote the text system for cancelling appointments to reduce the level of DNAs.

A PPG table and chair has been requested in reception area.

Action LH/AS

Note :Dr Ian Mitchell joined the meeting from 5.40

He thanked the PPG for the help, particularly with the move. He was asked and "What does the Practice want from the PPG?". Dr Mitchell was informed that "We, the PPG, want to make a positive contribution. We can help and wish to work together with the Practice for the benefit of patients and staff." Dr Mitchell was given additional feedback from two patients with hearing issues that they found the large consulting rooms exacerbated their hearing problems and LH asked if the charity RNID could be consulted to try to solve this issue.

The Pharmacy Hub was mentioned as still new to some people but improvements to patients' awareness of its function.

Dr Mitchell thanks the PPG for the fundraising and in particular for the Reception BP Machine 'We have been after one of those for ages'.

The meeting continued after Dr Mitchell departed.

The Year ahead (continued)

AS confirmed there was a hard copy of the Practice Booklet available in Reception and also available on the website. Extra ways of fundraising were discussed and it was agreed that AS would check whether a second hand book stall would be acceptable and conform to current hygiene practice.

Action AS

AS confirmed the new building is now being used by
The Wellbeing Service
Midwifery
Yoga (dates to be arranged)

The diary for the room is being organised by the E Tuck, Operations Manager.
AS stated that all ideas for use of the room will be welcome.

AS confirmed he will approach Emma Tuck to join us to introduce herself. PPG requested to send a member to talk to staff about the PPG at one of the Practice's Tuesday lunchtime staff meetings and to further request a regular, maybe monthly, slot at these meetings.

Action AS & LH

Improved Access Hub

North Norfolk Primary Care are using the Cromer Practice to operate, together with Birchwood in North Walsham and Fakenham Practices, an "Improved Access Hub". This will entail G.P.s and/or Nurse Practitioners to be available for appointments for North Norfolk residents at ONE of the hubs. This went live on 3rd September. It will operate from 6.30pm to 8pm every evening except Saturdays and Sundays when it will operate from 9am to 12noon. The Health Care Professionals will have full access to all patient records regardless of which surgery they are registered at. Access is only available via the patient's own G.P. Surgery at the moment.

It was noted that some patients would not be able to access this service due to transport issues.

PPG Badges

I Philpotts offered to have our own PPG badges made for use in Reception.
AS has CGP Visitor badges and may be able to provide our own.

Action: IP liaising with AS

LH thanked all members for attending.

R Batson took photos for a press release re BP machine.