

Chair/Lead Co-ordinator: Liz Hewett

Vice Chair : Ruth Page

Secretary: Erica Redmond



Cromer PPG
C/o Cromer Group Practice
Mill Road
Cromer
NR27 0BG

Email - cromerppg@gmail.com

Minutes of PPG Meeting held at Cromer Group Practice
15th January 2019 1730hrs

Attendees: J Laker, V Callaghan, I Philpotts, L Hewett (Chair), M Saunders, R Batson, R Page (Deputy Chair), C Jennings, L King (Crabtales), A Snelling (Cromer Group Practice), B Fowler, E Ritsinger, B Spencer, E Redmond (Secretary)

Introductions: Eva was welcomed to the group and each member gave their name. Eva then introduced herself to the group.

Apologies: M Russell, R Sparks (CGP), E Harris, D Priddle, R Evans, S Nash, D Witham, T Johnson.

Minutes of Previous Meeting of 18th December 2018 were deemed correct except that Apologies were not noted for I Philpotts.

Matters arising: The **flu clinics** have now finished, 180 more vaccination invitations taken up than last year. LH thanked all PPG members that assisted on flu clinic days.

Complaints and Compliments: AS stated that there are two complaints ongoing on clinical matters.

Did Not Attend Figures: 213 DNA's for December 2018

2018 total figures: Out of 73998 appointments offered there were 2785 DNAs representing 3.76% of available appointments. AS is continuing to look at ways to reduce this figure, for example a local care home has now access to proxy online booking/cancellations. If this proves successful the scheme will be rolled out to other care homes. AS stated that the latest total figure is of 12883 patients registered at the Surgery. Online and text cancellation is encouraged particularly at busy times and can be done up to one minute prior to the allotted appointment time.

LH to write an article on DNAs for Crabtales.

Reception Services: A) Taxi phone line to A1 Taxis: The A1 taxi firm manager is struggling to find a network with sufficient connectivity and has tried EE, Vodaphone, and O2. Reception is happy to phone for a taxi until such time as the line is up and running.

Chair for the Reception BP machine: The Blood Pressure Machine in reception is working well and being used regularly. The chair being used at present is not suitable due to difficulty in achieving the ideal positioning of the patient's arm for accuracy and comfort. There are no PPG or Surgery funds available at present to purchase a new one. An appropriate chair will have adjustable height settings without wheels. Action: C Jennings and L King to investigate prices and sources.

Technology in Reception: AS confirmed that an order has been placed for a screen with information display.

Staffing: A clinical pharmacist, Dean Anderson, has been appointed and started work at the practice on 14 January.

The reception team is down by one and a new receptionist, Hannah, is due to start on 11 February.

Dementia Awareness Training: (LH) There is a training session organised for staff and PPG members on 22nd January between 1 and 2pm (with the possibility of an additional date). The session(s) will be taken by J Eastwood of Sheringham PPG, an accredited trainer, incorporating advise on physical environment (i.e. signage) to enable the Surgery to be more dementia friendly.

Fundraising Update: (LH) A meeting of members took place last Tuesday 8th January. There was a full and frank discussion on how to progress. It was decided that a team rather than a formal committee would in future undertake fundraising on behalf of Cromer Surgery. This it is hoped would encourage a wider group to come forward with activities and ideas. The Terms of Reference will be amended to reflect this.

VC produced copy letters to companies to act as possible templates for letters to be sent out to Parish Councils and other organisations. LK and ER are tasked to put together a list of potential donors.

LH has sourced and was thanked for a folding bookcase donated to the Surgery for use for book sales. A suitable folding table still needs to be found. AS confirmed all books will be clinically wiped to be fit for display and sale at a suggested 50p per book. (NB since the meeting LH has purchased a money box and raffle tickets) Fundraising ideas such as Coffee mornings (where?) a raffle or tombola; a stand at the Hospital Fete were all muted. PPG members were urged to help with ideas and action. What input would members like to make?

Members are free to carry out individual fundraising and give a donation but if any fundraising is under the PPG umbrella, all fundraising activity needs to be minuted and an auditable trail established.

LH to issue a Press Release to be sent out via RB's contact list. (done, subsequent to this meeting)

Any Oher Business: ER has been approached by a group of ladies concerned at the **wasted medication**, prescribed and returned, particularly when the patient does not leave the building but moves from the Pharmacy through the doors to the Surgery proper. It was pointed out by AS that it is pharmacy law that they must be destroyed in such circumstances, as the Pharmacy is a separate company. ER asked permission to send the letter in her capacity as PPG Secretary to the Minister for Health petitioning for a change in the law. The feeling of the meeting was that it couldn't be supported due to Health and Safety concerns. All agreed that every effort should be made to check all prescriptions on presentation to save this waste. ER to write as an individual.