



Notes from PPG Cromer Surgery 24 July 2018

Present: -

D Bailey, D Quay, I Philpotts L Hewett, E Redmond, R Evans, M Saunders, R Batson, R Page, S Nash, S Jennings, J Seamer, B Fowler, L King, B Spencer, A Snelling (CGP)

Apologies: -

R Sparks (CGP), D Priddle, V Callaghan, J Laker, J Rattle, D Witham, T Johnson

Minutes of previous meeting agreed as correct.

No Matters arising

LH: A massive thank you to all the PPG members who participated in the 'Meet and Greet' activity during the opening week of the new surgery. It was acknowledged that the Receptionists have a very difficult job, particularly when dealing with inappropriate behavior from some patients which all agreed was totally unacceptable. It is understood that the Receptionists have found our presence helpful and wish to have this service continued.

AS: Thanked the PPG members and noted that more people are now using the Touch Screen check in, which he believed was due to this initiative.

LH/AS **List of issues** raised by members concerning the new premises

Patient flows (i.e. from upstairs to reception, bypassing queues - Ongoing

Signage inside and outside particularly regarding Car Parking - [CGP Liaising with District Council Planning](#)

Hospital patients' use of CGP car park - [CGP investigating the services of a parking management company](#)

Increasing local knowledge of move/change of Address [Local publications](#); [CGP website update](#)

Access for mobility scooters – [Ongoing](#)

Awareness of Pharmacy hub and its role - [Awareness increasing over time](#)

Request for Repeat Prescription Box - [Denied as staff need to check necessity of repeats to reduce cost and over-ordering](#)

Adjustment requested for a longer time for the automatic lighting in the toilets- [noted request](#)

Query over provision of children's play area/toys - [Not allowed for Health and Safety reasons \(cross infection\)](#)

**PPG members can make this known in the wider community for parents to bring their own toys/books/activities if required.*

Request for a Water machine in reception [Ongoing \(No plumbing, maintenance, cost and a risk assessment required\)](#)

Provision of outside seating - [To be installed](#)

Provision of music in reception - [No, too many choices](#)

More accessible Magazine rack and DNA numbers board - [No. No other available space](#)

Some upstairs rooms inaccessible or difficult for some patients with mobility issues - [Clinicians will move to accommodate, on an individual basis on request](#)

Reception Desk too high for some patients - [Patients can use the lower area \(N.B. Height to protect staff and privacy\)](#)

Provision of a sanitizing dispenser [*Installed by main entrance](#)

**PPG can encourage use*

Second patient calling screen upstairs - [Ongoing](#)

Noise levels (Digital key pads - [Ongoing](#))

The meeting agreed the new building had created a calmer feel for both the staff and patients. LH thanked the meeting for the interesting, constructive feedback and thanked AS for the care given to patients and staff during the CGP move to the new premises.

Staff: Dr. Steggles leaving CGP at the end of September.

**Part of the PPG's role is to educate patients in the wider community as to the role of the Nurse Practitioners.*

Complaints:

Two complaints have been received.

Compliments:

Compliments received for Reception, Dr. Mitchell, Mari Ann Jones and Julie Broom, 2 for Dr. May. Chloe offered excellent care and prompt service.

DNA (Did not arrive): June = 196 which was down from May. CGP pushing for greater use of the text messaging system and registering for online services

**PPG can assist with encouraging registration for the text service and online booking/cancelling*

Fundraising:

ER and RP asked for support for the Overstand Strand Club Coffee Morning on 8th August 10-12, produce, flowers, cakes and preserves welcome. 50% of profit to be gifted to the PPG fund.

AGM: 4th September at 5.00pm

Aims:

To nominate and elect Chair, vice chair and secretary. Members can self-nominate or nominate with the consent of nominee. If there is more than one applicant, a ballot will take place on the night. It was suggested that 2-3 years in position was the ideal maximum in post. On being asked by a member, LH indicated she was willing to carry on 'for a further year' if elected. (See separate email from LH concerning procedure)

To encourage more diverse groups to be involved with the PPG.

Brief review of activity this year

Present a mini-report from the fundraising committee. (DW, ER & RP to action)

Plan for future activities

Refreshments welcome.

Any other Business:

Some members wish to continue the Meet and Greet. A new Operations Manager should be appointed imminently and members to contact him/her before volunteering. The use of an online calendar was suggested. LH to investigate.

RB to provide list of publications to LH that can have a "mini-report" of the PPG as currently listed in the Crab Tales.

Next meeting: 28th August 0930-1100.

Meeting closed at 18.45hrs.

2