

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 Cromer Group Practice Patient Participation Group

Tuesday 16th July 2019

1 Welcome:

Liz welcomed everyone to the meeting and introductions were made, as we had a new member attending- S Spink.

Attendees: A Philpotts, B Fowler, C Haynes, D Bailey, D Priddle, E Ritsinger, I Philpotts, J Laker, L King, L Hewett, R Batson, R Evans, R Page, S Spink, S Nash, T Johnson, V Callaghan.

2 Apologies: A Snelling (CGP), E Redmond, E Harris, J Rattle, M Booth.

B Spencer has resigned from the PPG - our thanks for his contribution have been sent to him.

3 Minutes Tuesday 30th April: Were accepted

3a Matters Arising:

The Newsletter: Dina and Clare had been in conversation with Damien (CGP) regarding the production of a newsletter but this had been put on hold until after the CQC inspection.

Car parking: It was acknowledged that this was an ongoing problem, and discussions were being held with the Practice.

Water Machine: The Practice is now an ESPO member which enables us to lease a water machine. The final details are now in hand, we hope to lease one/two water machines.

Dementia Awareness: The PPG had purchased two clocks (dementia friendly) both of which had been put in the reception area. The position of the clocks was queried as they were thought to be too high up. It is hoped we will purchase another clock for the upstairs waiting area.

4 Complaints and Compliments: There were no details available.

5 Did not Attend (DNA) numbers: There were no details available.

6 Staffing: There were no details available.

7 Care Quality Commission Visit - Report:

The Care Quality Commission had visited the Practice in June for their planned inspection. Bridget and Ruth had met two of the inspectors and had informed them of the role of the PPG within the Practice highlighting some of the achievements regarding fund raising and the purchasing of medical equipment. The report highlighted several positive aspects but also concluded some areas needed to be improved. Most of the shortcomings seemed to relate to governance with some other factors mentioned too. The sections which covered 'kindness, respect, compassion, care and treatment' were all rated good. An overall rating 'Requires Improvement' was a disappointing outcome for the staff who work hard and are caring in their role.

The report can be viewed on the CGP website.

It was decided at the meeting to send an email to Andy, thanking him for his help and support from the PPG and acknowledging our commitment to helping him and the CGP.

Liz will send a summary for the next edition of Crab Tales.

8 Annual General Meeting including election of officers: 3rd September 2019 at 5.30pm.

Nominations are required for Chair, Vice Chair and Secretary.

It was decided to have refreshments at this event.

9 Fund Raising:

The books have continued to be a great success, The PPG had received a donation of £1000 from a patient as a 'thank you' for the care and attention that had been given to his late wife.

We have received an email from a couple who are celebrating their Golden Wedding Anniversary and would like their guests to make a donation to the Practice in lieu of gifts. This kind offer had been acknowledged. Since our meeting a cheque has been received for £150 and a note of thanks has been sent.

10 Future/Ongoing Activities:

Meet and Greet - Survey - Raffle:

During week commencing 15 July members of the PPG will be at the Practice holding a raffle, assisting with Meet and Greet and also conducting a Patient survey.

A raffle had taken place yesterday (15th July) at the Practice and had raised £81 which was a great result.

The PPG's presence was going to continue during the week at the Practice with the survey and also encouraging patients to use the online services available.

Liz had met the former Mayor of Cromer David Pritchard whilst at the Practice, and he thought there may be a possibility that Cromer Town Council may provide a grant to the PPG. Details are going to be sent to Liz.

Since our meeting we can report that we have approximately 250 questionnaires that have been completed. The result will then be collated, and Clare has very kindly offered to assist with this.

A very big thank you to all who helped during that week.

11 Outside Events:

There is going to be a training day for North and South Norfolk on 17th July - Erica has details.

The Practice is having a visit from Macmillan Cancer Support on the 6th August to give an insight into the services available to patients.

12 Any Other Business:

Richard is producing a leaflet 'Anxious? Depressed? Low Mood? Lonely? Tracy is helping with the costings for this with a local printing company.

Date of next meeting - AGM - Tuesday 3rd September at 5.30pm (CGP).