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Secretary: Vacant



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Notes of Cromer PPG Meeting

Trimingham Village Hall 9am 5th June 2018

Present: L Hewett, E Redmond, V Callaghan, T Johnson, L King, R Evans, R Page, D Priddle, J Rattle, Br Fowler, J Seamer, L Shipman, D Witham.

Apologies : S Nash, R Batson, S Jennings, E Harris, D Bailey, A Snelling, R Sparks ,J Laker, Di Quay.

All introduced themselves to the group. A welcome was given to a new member, D Priddle. Julia Seamer mentioned that she was present but didn't sign in at the previous meeting of 24th April. Otherwise the minutes was passed as correct.

Matters arising: The member survey analysis is ongoing (LH)

New Build: Opening is on track for 2nd July. The surgery will only be open for emergencies on the Friday pm prior (i.e.29th June) and the same for the opening Monday am. Members were encouraged to pass this to contacts within the community. L King offered to publicise this in Crab Tales.

J Rattle reported that at a recent Friends of Cromer Hospital meeting it was agreed to have better interaction between the Cromer hospital and the Surgery, sharing facilities etc.

Assistance in Reception Rota for July

LH has distributed the rota. It was confirmed that members will be issued with a temporary ID and signing in is required. The 0830 members need to be there at 0820 for maximum impact.

Complaints and Compliments:

No formal complaints have been received:

Compliments: 2 for L Ross : “kind and understanding” and “Thank you for taking care of us” including a voucher for afternoon tea.

Dr Oliver: for his ‘understanding and diagnosis’

Dr Pardo “really lovely and helpful, I would recommend seeing her. “

Dr Oliver (from the same person) “is also very helpful” and “The reception team are always helpful and try their best”

Dr Mitchell was ‘very thorough and helpful’, the Reception staff member was ‘brilliant’

Deb Perez-Selsky was “thorough and helpful”

Staffing:

Two new nursing staff arriving soon: Tracey Love and Ruth Dyke

DNA (Did not Attend)

It was noted that these figures are consistent with May being 244 DNA which includes lateness for appointments. Discussion as how we could help, encourage mobile phone and online registering and it was agreed that options are limited as to what the surgery can do with repeat offenders. A newsletter was suggested, it has been done in the past but it would need commitment from one or more members as there is a lot involved. L King is happy to continue to update patients with the regular slot about the PPG in Crab Tales. If a newsletter was adopted later on, the Practice would be approached to help with printing costs?

It was suggested that the many notices placed around the Surgery to inform patients are largely ignored. It was agreed that at a future date we would look at how the PPG could help the Surgery to address communication between the Surgery and patients i.e. the possible use and positioning of portable notice boards and show the benefit to patients of accessing the email and mobile reminder systems. Have they registered their phone and email? It was noted that this will not be suitable for all patients.

Fundraising (D Witham)

DW reported that the current total is £1121.22 either promised or received. J Seamer particularly was praised for raising £35 for selling 3 'Proudly sponsoring' stickers.

It was decided that we wouldn't have a presence at Overstrand Fair this year.

It was noted that not all members of the PPG wish to fundraise and we all bring our own different skills to the group.

Telephone Services.

The meeting generally agreed that the current queueing system was an improvement on the old system. It was a no win situation as there are 13,000 patients on the patient register, even before the summer visitors are taken into account.

We as a PPG, can encourage online booking and online cancellation of appointments and suggest patients do not ring at obviously busy times such as first thing if the query is not urgent. Perhaps the message could be changed to encourage use of quieter times.

We as the PPG know there are problems but there is no easy cure.

Cromer Cares

M Russell was not in attendance to give a report.

Any Other Business

L King was thanked for offering the new hall at Trimingham for our meeting today, free of charge.

Further Discussion as to how the Surgery could advise patients of the 'Emergency only' appointments over the moving period. Eg Norfolk Radio

Next meeting Tuesday 24 July 2018 at 5.30pm.