

<p>Lead Co-ordinator: Liz Hewett</p> <p>Secretary: Shay Nash</p>		<p>Cromer PPG</p> <p>C/o Cromer Group Practice Overstrand Road Cromer NR27 0AJ</p> <p>Email - cromerppg@gmail.com</p>
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## Minutes Tuesday 13th March 9.30am

**Attendees:** D Bailey, D Quay, J Rattle, L Hewett, M Russell, J Seamer, L King, D Witham, R Evans, T Johnson, B Fowler, E Redmond

Attendees: A Snelling and R Sparks from Cromer Practice.

B Fowler was welcomed as a new PPG member.

### **Apologies** from:

J Laker, V Callaghan, L Shipman, R Batson, R Page, S Nash, C Jennings. M Saunders, E Harris.

The minutes of 23rd January was accepted as correct.

**Matters arising.** A deadline of next Wednesday was given for Crab Tales.

Andy showed photos of the new surgery of Clinical rooms, Doctors' Seminar Room, Finance offices and clinical waste room.

Andrew offered to show PPG members around the new building at a future yet to be arranged date.

## **Staffing**

Norse Contract Services will be providing cleaning, ground maintenance, window cleaning, waste management and grounds security in the evening and at weekends.

There are three new receptionists in training: S Woods, James and M Taylor.

## **Complaints and Compliments**

Telephone Queuing: There was considerable discussion regarding the length of time patients are made to wait particularly at peak times such as early Monday Morning. Andy also confirmed the wait line is cut off at 5pm when the service closes. He advised that at present up to 100 calls can be held waiting. He could reduce this to any number but those not getting through would only get an engaged tone which caused complaints before the new system was introduced. Some calls are complex and as such can take 25minutes for a receptionist to handle. Andy hoped that the employment of the new receptionists would improve the wait time. He also stated that the Practice would not engage in Social Media communication and would not endorse or otherwise any comments made on Social Media by members of the PPG. Any participation of PPG members on Social Media would be their personal opinion only. There are no plans for the surgery or the PPG to have any pages on social media.

The Online system is working well as an alternative to booking appointments by phone and it was agreed that as a group our role is to show how to use the surgery effectively.

When the phones are busy, the system states the caller's place in the queue, so the caller has the choice to phone back at a

less busy time if the reason for calling was non urgent rather than just get an engaged tone under the old system.

#### Other Complaints:

A. A mix up with appointments with new receptionist, result: ongoing training.

B. Additional phone bill by an elderly patient of £8.52, result: repaid as a goodwill gesture by Practice.

C. Two issues concerning prescription requests, result: both resolved.

D. Request for dressing change request by Nurse Practitioner.

Action: Practice policy on their role explained to patient that it is not the Nurse Practitioner's role to change dressings.

#### Compliments

A. Debbie Perez-Selsky gave exceptional care, fantastic service.

B. Praise for the Fast moving queuing system, rang at 8.30 and had appointment at 10.

C. NHS Choices - Surgery 'at top of tree'

**Did Not Attend:** February results 262 which represents 31hours of lost time. Although over 6000 appointments offered it was generally felt by the meeting that the cost of 31hours was unacceptably high.

Andy advised that 50 percent of patients use the text alert reminder system although not all advise when they change their phone.

The PPG will be asked shortly to assist reluctant patients to use the Self Check-in machine in reception to encourage its use. Liz thinks a few hours a week each member would be sufficient.

## Fundraising

D Witham gave his report and circulated the Fundraising Committee Activity update. Thanks were given to Tracy for this and the artwork for the fundraising buckets.

£3800 is the current target for 2x 24hour blood pressure monitoring machines and a reception based Blood Pressure Machine, as requested by the doctors.

A fee-free stand has been secured at Overstrand Fair on 15th July 2018.

The PPG have offered to show patients how to use the Blood Pressure machine when purchased. It was noted that the results are printed without a name attached so a method needs to be developed to ensure patients print their name on these printouts to ensure their records are updated.

There are currently 8 PPG members on the fundraising committee, more are always welcome. Tracy was thanked for finding her friendly “free” printer, Chevertons.

It was noted that we are not a registered charity so no public approach for donations (i.e. such as at Morrisons) could be made by the PPG.

All equipment purchased with the help of the PPG will be given a plaque to that effect.

Chevertons will be approached by Tracy asking them to publish a leaflet on A5 which L King offered to place as an insert in Crab Tales.

## **National PPG Week 4-9th June.**

It was agreed that as a group we 'do something' to contribute to this National PPG Week.

It was suggested that the PPG could organise something like a mini-conference asking outside organisations to attend. John Rattle offered to lead any mini sub group on this. He mentioned that this would entail considerable work and the main challenge was not getting the organisations to attend but the patients themselves to engage and attend.

## **PPG Terms of Reference.**

There was some concern about the wording 'not supplied or funded by the NHS or local CCG'. Acceptance of this current wording as already accepted and in the PPG constitution was proposed by L Hewett, seconded by M Russel and seconded by T Johnson. J Rattle abstained.

## **Cromer Carers**

M Russell discussed a new Cromer group aiming to bring all organisations under one umbrella ie Cromer Carers to help sometimes isolated carers access help and information. A representative from the PPG was sought (Note: Erica Redmond offered to represent PPG after the meeting finished). Anyone interested should contact Mary directly. Meeting on 29 March at 2pm at Merchant Place.

## **Any Other Business**

A gentle reminder to complete any outstanding surveys. If not received, ask for email to be re sent.

The survey is to establish what do we want and a work programme for the PPG

Meeting closed at approx 1050.