

Chair/Lead Co-ordinator: Liz Hewett

Vice Chair : Ruth Page

Secretary: Erica Redmond



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## Minutes of Cromer Group Practice Patient Participation Group Tuesday 26th March 2019 Cromer Surgery

1. Liz welcomed two new members C Haynes and A Philpotts, and introductions were made.

Attendees: A Snelling (CGP), A Philpotts, B Spencer, B Fowler, C Haynes, D Priddle,, E Redmond, I Philpotts, J Laker, L Hewett, L King, R Page, T Johnson, V Callaghan.

2. Apologies were given: C Jennings, E Harris, E Ritsinger, J Rattle, M Booth, R Batson, R Evans, S Spink, S Nash, L Goodchild (CGP).

Liz reported that it was a little time since our last meeting in January, and that there had been very positive things happening since then.

3. The minutes of 15th January 2019 were accepted.

### Matters Arising:

The taxi phone has now been installed in the lobby area, A1 Taxis funded the direct line for the use of patients. It was suggested that a letter of thanks be sent to A1 (Action ER)  
The chair for the blood pressure monitor in reception had now been ordered.

Car parking - no further update.

Dementia training - there had been two training sessions which staff had found very helpful. The training sessions were given by J Eastwood (Dementia Ambassador & PPG Chair Sheringham).

### 4. Complaints and Compliments

#### Complaints:

LH It was agreed that a mistake was made regarding recent letters requesting blood tests that has sent out to patients. This has been dealt with, apologies have been made and appropriate contact with the hospital undertaken. There is confidence that this matter has been dealt with adequately on behalf of patients. AS confirmed that this would not be happening again.

AS stated that there are two ongoing complaints that are being investigated and will update the PPG at a later date.

Compliments:

40 cakes were delivered to the surgery as a thank you from a grateful patient.

Dr. Blunt was praised for care received.

Dr. Mitchell was thanked for the care of a patient with Parkinson Disease.

Julie Broom was thanked for 'her wonderful support during a difficult period of my life'

Dr. Oliver was thanked by a patient's family (on the patient passing away).

## 5. Did Not Attend (DNA)(AS)

257 DNAs in February 2019 with 6093 appointments offered. (January's was 262). This was despite the texting service being in place. This is an ongoing issue, both locally and nationally and the NHS is driving towards online, countrywide. A new NHS app is available but not online yet. It is accessed with one log in and one NHS portal. Members were encouraged to have a look.

## 6. Staffing

Apart from a dispenser leaving (career change) the Surgery is fully staffed.

## 7. Fundraising Update

Br Fowler was thanked for her time being our 'bookcase monitor' and she reported a return of £63.03 thus far. She has a small stock of books, DVDs and CDs too to refill when required. Donations are being left but require cleaning before display and sale. BF is happy for her phone number to be given( to this group only) if any member has more books for donation (send email to Cromer PPG for this). Liz King has a large supply at Trimmingham which she is happy to donate.

Grants: VC/RP/ER

£100 has been kindly promised to the PPG from Northrepps Parish Council. V Callaghan was thanked for organising this, a letter will be sent via ER email to VC (*done after meeting*) to Northrepps Parish Council. Similar letters requesting funds have been sent via the post earlier this month to: Runton, Southrepps, Roughton, Aylmerton, Felbrigg, Trimmingham (a duplicate to be sent to LK - *done after meeting*), Overstrand Parish Councils, also to Cromer Carnival and Shoal Wind farms Community Fund.

Overstrand Parish Council have confirmed they will fund the PPG again this year with a generous donation of £500. RP/ER are attending an Overstrand Parish Council meeting on 10th April at 7.30pm in Overstrand to display leaflets explaining the PPG's role, purchases made and wished for and how to join the PPG. RP will accept their cheque at this event. Any other members are welcome and encouraged to attend.

The donation from Northrepps will be used to purchase the variable height stool for the Reception Blood Pressure machine. (*See Matters Arising above*). VC has agreed to be the model for any photography to be used in promotional material.

R Batson will be approached to promote any promotional material again this year. T Johnson has offered to approach her printer again.

Morrisons Supermarket managers Simon, Morrison's Community Champion has promised a £10 Morrisons voucher for the PPG to use for purchases for a raffle in April.

LH has applied for a £100 grant from Morrisons from their Glass Recycling Scheme.

LH is investigating whether we can participate in the Waitrose green button scheme.

AP has offered to approach Tesco with a view to sharing this with Sheringham if agreed.

*Car Boots:* AS has been approached to check out the viability of holding one in CGP's carpark. He is checking insurance and permissions. This is something maybe for the summer.

VC is approaching the hospital as their shop is closing at the end of April and we may be able to have some of their stock for resale. Presently the shop is open on Tuesday and Thursdays 11 to 4 if members wish to look.

*Drinking Water machine:* The PPG hope to purchase one for patients' use. AP advised that these are available for rent so she will investigate costings. Depending on the cost it was discussed maybe to look at the possibility of the monies raised from the book sales could fund this on an ongoing basis.

8. Dementia Awareness Training J Eastwood has offered to organise signposting at the Surgery. LH has an envelope for those with completed 'Dementia Friendly' letters. (see also Matters Arising above)

#### 9. Any other Business

B Spencer is keen to offer patients a chance to give their views in the form of a survey of perhaps 8 questions. He is in the process of formulating one and will distribute for comments. LH suggested a survey could coincide with National PPG Week in June. A form will need to be designed, people will be needed to collect and analysis data. Volunteers are needed. BS to update.

Fay Sheldon from The Good Neighbour Scheme gave an excellent comprehensive presentation.

The scheme has independent schemes successfully run in other areas i.e. North Walsham and soon Trimingham. These schemes are for supporting vulnerable, isolated adults, improving their quality of life, for the people run by the people. Support can be for simple tasks i.e. from changing lightbulbs to transport to the Surgery or hospital, befriending, dog walking, signposting, filling in forms.

People are needed to set one up in Cromer and Fay is looking for more volunteers for a new Steering Committee as well as practically when the scheme is set up. Volunteers benefit by being part of the Community, getting to know others around them.

Fay Sheldon 0745 0655475 [fay.sheldon@norfolk.gov.uk](mailto:fay.sheldon@norfolk.gov.uk)

LK advised there was a morning training on Internet Safety on 4th April at Trimingham Village Hall. For times contact L King or see the Trimingham Parish website.

The next meeting of the PPG is on Tuesday 30th April at 5.30pm at the Practice.