

Chair/Lead Co-ordinator: Liz Hewett

Vice Chair : Ruth Page

Secretary: Erica Redmond



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Minutes of meeting on 6 November 2018 9.30 at Cromer Group Practice

1. **Attendees:** E Redmond (note taker), R Page (Deputy Chair), B Spencer, B Fowler, R Evans, M Russell, D Witham, D Priddle, L Hewett (Chair), T John, V Callaghan, J Laker and from Cromer Group Practice : L Goodchild and A Snelling.
2. **Apologies** received from S Nash, S Jennings, I Philpotts, E Harris, R Batson.
3. The minutes of the last meeting on 9th October were approved.
 - 3a. **Matters arising:** None except Building snags. AS informed the group that there were many ongoing issues with the Development. Andy is the contact point.

4.Complaints and Compliments

Flu Clinics

There have been complaints regarding the waiting time. The management team plans to make changes next year. (See Number 7 below.)

Pharmacy

An issue with delivery. Now dealt with.

Compliments

Good feedback for Debbie and Dr. Blunt "grateful and appreciative" and to include the reception staff "always a smiling team"

There is one other now 'closed' case. Case closed as consent was not received from the patient to discuss the issue with family.

7. Flu Clinics (discussed out of agenda order)

AS. Letters have been sent late as delivery of the vaccine has been late this year.

There are no needles attached this year to the individual vaccine vials, which causes delay at clinic.

The vaccines have not arrived in bulk. 1400 first, then 600, then 600. (Total required is 3500-4000).

Cromer Group Practice and other surgeries have expressed dissatisfaction to NHS England over the service this year. The Practice has no control over ordering.

Members and management alike agreed that 45 minutes is too long for the elderly and frail to wait particularly for the over 75s clinics. The system is to be reviewed for next year, maybe with the introduction of a ticket system on arrival to achieve fairness in queuing, thereby allowing patients to sit down during the wait.

AS requested that members communicate to the wider population that the busiest time is 8.30-9.15 and advise them to arrive later which in turn would make their life easier.

It was suggested that clinicians could move offices during clinic hours to help with congestion in the clinical corridors. AS stated that this was not possible as not all computers had the facility to print prescriptions

It was suggested that a sub group consisting of PPG members and members of staff could be organised for next winter.

AS stated that the flu clinics was 'never going to be perfect' but the Surgery are aware of the challenges and limitations of the new building.

5. DNA (Did Not Attend)

The figures for October: 201 lost appointments out of 6162.

The percentages over the Practice were 14% for GPs, 46% Nurse Practitioners, 15% HCA/Practice Nurses and 9% midwives.

AS informed the group that the Practice is making a push for online registration. Currently there are 19% of patients registered and the target for next March is 30%. This is the "way forward" for NHS England AS stated. Proxys can be set up but how was not discussed this time. There is an issue with appointments being against only the Patients own email.

The waiting time this month on the phone lines was considerably improved with '2nd in Queue' being the normal wait.

Appointments can be cancelled through the text system. AS is investigating the possible instillation of an Interactive Computer in Reception. (Also See Any Other Business below). It may be possible to include a presentation on how to register for online services at a future date.

6. Fundraising

The Plaque for the new Blood Pressure machine should be ready (and is installed by the time of reading). AS stated that this machine is being used frequently.

There has been a considerable one-off donation to funds to enable the PPG to fund a new 24 hour monitoring Blood Pressure machine. A massive thank you to the anonymous donor who made up the extra funds. It was felt appropriate that D Witham as former Chairman of the Fundraising Committee should have his photograph taken for publication in local (and possibly national) media as a thank you for all his hard work fundraising for these machines.

There will be a fundraising committee meeting early in January 2019. More members are encouraged to partake in this group. Ideas are as important as physical activity.

We are very grateful to member R Batson for using his contacts in publishing to enable the publication of an article that appeared in the National Magazine "Management in Practice" and other local publications locally together with a photograph of the machine in-situ.

8. Staffing

Dr Pardo is now employed to take clinics Tuesday to Friday. A new receptionist is due to start next week; more interviews are on-going for another receptionist and other positions within the practice including a PA to the Management Team. Female GP Registrar is due to start in February 2019 for six months.

9. Any Other Business

AS asserted that it is not in the PPG's remit to deal with complaints as an individual patients advocate.

9a. Phone Lines- the script will be changed in the next few weeks. Any input welcomed on the content of this script. As above, the lines are 'much improved and are being monitored by Lauren. A member commented that recently he 'couldnt have had a better service' .

c) External events and links

R Page attended the NHS North Norfolk and South Norfolk CCG (Clinical Commissioning Group) Stakeholder event on 18th October. Some of the topics covered were:
The demographics of the area covered by Practices (ageing population).
The Trust has a skilled but ageing workforce, and there were challenges in recruitment.
Integrated care systems (NHS, local councils and other health care organisations) working together.

A supported care service 'at home' enabling patients to be in their own home and help to maintain their independence and also reducing the risk of admission to hospital.
Educating young people to be more aware of health issues for example obesity.

She networked with other PPGs particularly Sheringhams Janet Eastwood who it is hoped will come to talk to our PPG about her work with Dementia patients. LH to liaise.

D Priddle and B Fowler are attending a NHS North Norfolk and South Norfolk CCG Workshop this Thursday.

AS: C Abbs of Community Transport have received a grant to organize a North Norfolk District Council Community Car Scheme. It works by patients paying 45 pence per mile which works out about £15-£20 a trip to Norfolk and Norwich Hospital which works out less than half price compared with taxis. North Norfolk council will be carrying out the DBS checks for this.

The PPG was asked by AS to assist with recruitment. Initially the service will run Monday to Friday depending on the availability of drivers.

E Tuck Operations Manager joined the meeting to introduce herself and explain her new role. She is currently working on the large snagging list with the builders. She is investigating the proposed Interactive Computer for reception and hopes to have links to websites such as NHS Choices, dentists etc. The new Computer will enable patients to email appointment requests direct with dentists and other health care professionals. The Surgery will have the ability to run presentations.

Next Meeting: Tue 18 Dec 0930.

The February 2019 meeting has been cancelled as there is no note taker available and no one stepped forward during the meeting.