

Chair/Lead Co-ordinator: Liz Hewett

Vice Chair : Ruth Page

Secretary: Erica Redmond



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Minutes of PPG Meeting 26th November 2019

Present: A Jenkins, A Snelling (CGP), A Philpotts, B Fowler, D Priddle, E Redmond (Sec) E Ritsinger, G Jenkins, I Philpotts, L Goodchild (CGP), L Hewett (Chair) , R Batson.

Apologies received from: C Haynes, J Laker, M Saunders, M Booth, R Evans, R Page (Vice C), S Spink, T Johnson, V Callaghan.

Minutes of meeting of 2 October last accepted.

Matters arising:

Car parking: The Pharmacy now has a designated spot. AS stated that Ambulance may still use the disabled bays in any emergency.

Wellbeing Leaflets: Distributed to the meeting. A copy is now available to view on the CGP Website (Thanks to AS). RB to send out a PDF version of the leaflet to his contact organisations. Members will distribute where appropriate.

Staffing: Damien leaves this Friday. The Practice is advertising for an Operations Assistant and a Counter assistant. There is a new receptionist called Rachel and a new Coding/summariser, Sarah who will join on 16th December. There are a few office role moves to Coding and Prescriptions.

Christmas Festival. A table has been booked for Saturday's event in the Parish Hall. We will be doing a tombola type event. Thanks for members for all the contributions.

Fundraising BF reported book funds have slowed down but still coming in. Members were encouraged to check that the bookcase is tidy when visiting the surgery.

BF and ER received a large cheque from the Crab and Lobster Festival for the purchase of a Vital Signs Monitor.

The meeting was joined by Matt Keeling, Cromer Hospital Manager and two representatives of MacMillan Cancer Care, Joy Moulton and Sarah McKay, who gave a detailed and enthusiastic account of the plans for Cromer Hospital and detailed the Trust's partnership with MacMillan Cancer Support. There is an identified need for additional Cancer Support in Cromer, particularly as the frequent travelling to and from the Norfolk and Norwich hospital adds to patient stress. A local centre will help with the whole of patients' cancer journey. There is spare capacity at Cromer Hospital at the front parameter of the site where an old building currently

stands. The new centre will be called The North Norfolk MacMillan Centre and Macmillan have an expert team building cancer centres which makes them ideal partners.

The focus of the new centre will be on three main cancers, Skin; Colo-rectal/bowel and Prostate.

Referrals to clinics for all these cancers have increased substantially over the last few years. Procedures in dealing with Prostate referrals have changed to make the whole process quicker, more patient friendly using new targeted template biopsies.

Display boards were passed around of the layout of the new building. It is the intention to make it aesthetically pleasing, utilizing natural light and space. There will be clinical rooms, chemotherapy chairs, a MacMillan Information Hub, Day Clinic rooms.

Complaints

- a. A complaint over a prescription delay has been resolved satisfactorily.
- b. A complaint over communication with patient's GP. The Practice Policy was explained to the patient.

Compliments:

- a. Lauren and Hannah on reception were thanked for coming to a patient's aid after a car accident outside the surgery.
- b. Thanks to all the reception staff, particularly Anna, that sorted out an urgent appointment.
- c. Thanks for arranging urgent appointments and blood test. "This standard of care and attention is in my opinion exceptional."
- d. "Nurse Practitioner Debbie helped me in a time when I was low, she had the time to listen to my troubles, which stopped me doing something stupid to myself" "it was her help that helped me through a very difficult time" "She is an asset to your surgery".

Did Not Attend

311 DNA's for September (37.9 lost hours).

AP reported a friend's issue with the automatic phone cancellation. AS to investigate. LG said that she is updating patients' information as they come up, but often the phone numbers are out of date. She suggested that the PPG interact with patients to check their details are up to date. Forms will be made available to PPG.

Any Other Business.

Revised date for January's meeting

Wednesday 22nd January at 0930hrs and Wednesday 26th February at 0930hrs