

Chair/Lead Co-ordinator: Liz Hewett

Vice Chair : Ruth Page

Secretary: Erica Redmond



Patient Participation Group

Cromer PPG  
C/o Cromer Group  
Practice  
Mill Road  
Cromer  
NR27 0BG  
Email -  
[cromerppg@gmail.com](mailto:cromerppg@gmail.com)

## Minutes of Meeting held at Cromer Group Practice On 9<sup>th</sup> October 2018 at 0930hrs

### Present:

D Priddle, J Laker, D Bailey, V Callaghan, I Philpotts, L Hewett, R Evans, R Page, S Jennings, J Seamer, L King, B Spencer, B Fowler, J Woollard  
A Snelling, L Goodchild and M Taylor.... From CGP

**1. Introductions** Not deemed necessary

### 2. Apologies:

S Nash, J Rattle, D Witham, D Quay, E Harris, M Russell, T Johnson, R Sparks

**3.** The Minutes of the previous meeting of 28<sup>th</sup> August were accepted as a true record.

a. **Matters arising.** None except for agenda items below:

*Water machine:* As there is no plumbing in reception the only option is the large bottled version of dispenser. Liz suggested the PPG might fund a dispenser if a suitable placement site could be found.

### 3. Complaints

- a. Personal data disclosure – resolved
- b. Mental health concern – resolved

### Compliments

- a. A new patient was 'impressed with the Surgery's handbook'
- b. Comments such as 'caring and efficient' and 'go the extra mile', and 'Quick process of medication' from temporary resident received.

### 5. DNA (Did not Attend)

Specific numbers not given but this is an on-going, national problem. AS reported that breaking down data to highlight repeat offenders is a massive task but he is working on it and Lauren reported that even some appointments that are made as 'urgent, same day' are then DNA.

It was agreed that a breakdown of where the DNA's are (i.e. Doctors, Nurse Practitioners etc.) would be useful. The text reminders are helpful.

There are now forms for updating phone numbers on reception and the PPG are trying to encourage patients to keep their information updated during meet and greet.

#### **4. Fundraising**

LH reported that David had resigned as Chair of the Fundraising Committee with 'immediate effect'. David was thanked for his contribution to the successful start of fundraising for the PPG as we have purchased the Reception Blood Pressure machine and still have money in the bank for future use.

It was decided that there would be a pause in fundraising until early in 2019 as new committee members are required and the members of the PPG were asked to consider joining. If interested they should contact Ruth Page (RP) or LH.

The current bank balance is £383 but there is additional cheque of £250, from the now disbanded Inner Wheel Club of Cromer and Sheringham, to be paid in, which is gratefully received from S Nash, PPG member, in her role as their Honorary Treasurer.

#### **7. Flu Clinics**

Melanie asked for further assistance at the flu clinics, see separate emails and schedule handed out by Melanie and she would like 4 PPG members assisting at each clinic. Monday 19 Nov 8.45 -1230 and 26 Nov was highlighted as needing cover. Melanie requested to contact her directly with availability.

The role of the PPG member is to meet and greet, check patients' ages, request patients 'get ready' their (probably left) arm, and direct patients to enable privacy by clinic room doors.

Andy confirmed housebound patients could have a home visit for a flu vaccination but only for those with extreme mobility circumstances.

Not all letters have been dispatched to patients giving dates.

The time wait on 8<sup>th</sup> October was exceptional as high volume. It is taking longer to prepare as the needles are not attached as per previous years and advance preparation is not possible.

## 8. 2019 dates

Tuesday 15 January	5.30pm – 7.00pm	
Tuesday 19 February	9.30am – 11.00am	- note taker needed as Erica away
Tuesday 26 March	9.30am – 11.00am	
Tuesday 30 April	5.30pm – 7.00pm	
Tuesday 4 June	9.30 – 11.00am	- Ruth will Chair as Liz away
Tuesday 16 July	9.30 – 11.00am	
Tuesday 3 September	5.30pm – 7.00pm	<b>AGM</b>
Tuesday 15 October	9.30am – 11.00am	
Tuesday 26 November	9.30am – 11.00am	

These dates and times have now been agreed.

NB. RP to chair the June meeting and a note taker is required for the February meeting.

*The fire alarm sounded and we were all evacuated.*

## 9. Appointments

Dr Pardo has now been appointed full time.

### 10a. Meet and Greet

Lauren reported that the reception staff valued this service, particularly concerning controlling the queue to enable privacy at the desk.

**10b. Pharmacy See** Item 4 above.

### 10c. External Events:

RP reported that on 18<sup>th</sup> October there is a North and South Suffolk PPG meeting, which she will be attending, and also a Share and Learn workshop on 8<sup>th</sup> November, which ER will be attending. Bridget showed interest and will liaise with ER. Anyone else is very welcome to attend.

Julia announced that this is her last meeting due to an out of catchment move. She was thanked for her proactive input into the PPG and will be missed.

**Date of Next Meeting:** 6<sup>th</sup> November 0930 at Cromer Group Surgery.