

Chair/Lead Co-ordinator: Liz Hewett

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PPG Minutes of Meeting 2 October 2019 5.30pm

Present: A Philpotts, B Fowler, C Haynes, E Redmond (sec) J Laker, L Hewett (Chair), R Evans, R Page (Vice Chair), S Spink, V Callaghan, A Jenkins, G Jenkins.

- 1. Introductions** and welcome to G and A Jenkins, as guests today but advised to access the CGP website for information on joining the PPG.
- 2. Apologies** received from M Booth, M Saunders, A Snelling, L Goodchild, D Bailey, D Priddle, E Ritsinger, I Philpotts, R Batson.
- 3. Minutes of last meeting** (excluding the AGM) of 16 July last accepted.

a. Matters arising:

(i) A Philpotts raised the issue of the Car Parking and in particular the provision for disabled parking. There are only 3 disabled spaces and the pharmacy van, delivery vans and even ambulances have been seen parked there despite ambulances having their own designated parking bay. Also a receptionist was heard to advise a patient that it was 'Ok to leave his car in the car park while he visited the hospital.'

LH noted that the PPG will continue to bring up concerns as it is not acceptable to have parking in disabled bays except for authorised users.

(ii) AP updated the meeting on her research on the provision of water coolers. She advised that there is no cost of rental of the machine dispenser. The large water bottle containers cost £3.95 each and there is a cost of £25 per annum for sanitation.

(iii) Regarding the CQC Report there has been comprehensive discussions with Dr S May at our recent AGM.

(iv) It was noted that one morning last week there was only one receptionist manning the desk and at the same time the Automatic Check-in was out of action for two days.

(v) Fundraising: The PPG has had no update on a request to CGP for a list of items needed to be purchased by the PPG.

(vi) Wellness Leaflet: Printing quotes have been received. A PDF version to be made available.

4. Flu Clinics:

The meeting showed disappointment that there was no member of the CGP available to discuss the running of the flu clinics and the meeting agreed that thus far the flu clinics were no better than last year and there was great disappointment and frustration that thus far little improvement in procedures was evident.

There have been two clinics to date with four staff working. Two staff had to leave early for child care reasons. JL advised that one patient had started queuing at 5.30 am. Far too many patients turned up on the first day causing long queues and waiting times. There are no clinics on Saturdays. Patients who had been queuing were then told they wouldn't be fitted in causing anger and distress, directed at volunteers.

The meeting agreed that the Nurses and Mel worked really hard during the clinics. Also patients with disabilities were dealt with promptly.

PPG members acting as volunteer assistants were met with more rudeness from patients who found the waiting time in a standing line unacceptable. People were unwilling to sit down in case they lost their place in the queue. Mainly negative comments have been made on social media. Complaints have been made (see item 6 below) verbally and to the surgery.

ER is in communication with another Norfolk Surgery's PPG. Their clinics work successfully by offering: Saturday opening when other clinics are not working; Flu jabs during other routine appointments; the use of a raffle ticket system to enable patients to sit down until called; spouses given their vaccinations together despite differing ages, no separate clinics for children, patients can be offered appointments at differing times to avoid a 'first come, first served' system which causes queuing at popular times.

5. Newsletter : This is currently on going

6. Complaints and Compliments:

AS has forward to LH notification that there have been several complaints to CGP over the long waiting times of the Flu Clinics.

There have been two other complaints regarding the communication between the pharmacy hub and the pharmacy.

There have been no formal compliments.

7. Did not attend: Figures forwarded by AS to LH are:

July 296, August 262 and September 217.

Although this represents a substantial improvement it is still unacceptably high and we must keep encouraging people to cancel unwanted appointments and register online. These figures include some late arrivals so cannot be 100% accurate.

8. Staffing:

Emma Tuck left the practice in August. Three staff 'Patient Liaison Advisers' are in the process of being recruited. These staff will be trained in several areas.

9. Fundraising:

It was agreed that the PPG would investigate taking a stall in the **Christmas Lights** activities from Wednesday 27 Nov to Sat 30th. We would organise a collection box on a stall with either a tombola or a raffle. There is also the option of a Raffle in reception.

10. Any Other Business

AP pointed out that there is no signage directing to the disabled toilet.

Dates for 2020's meetings:

14th January at 5.30pm

18th February at 9.30am

17th March at 5.30pm

21st April at 5.30

26th May at 9.30

23rd June at 5.30

21st July at 5.30

August undecided

8th September AGM at 5.30

13th October at 9.30am

17th November at 5.30 pm.

Meeting ended at 6.25 pm.

Next meeting 26th November at 9.30. Macmillan Cancer Support are giving a presentation at 10am.