

**Minutes of the meeting of Swanton Morley Surgery Patient Participation Group
on Wednesday 12th April 2017, 7.00pm at the Hoe and Worthing Parish Hall**

Present:

Gina Eames (Chairman)
Maggie Richards (Vice-Chairman)
Brenda O'Dowd
Sheila MacFarlane
Gerry Palmer (Church Warden)

Karen Purchase
Susan Brock
Glen Cartwright (QDG)
Jane Allison
Judith Wood (Practice Manager)

AGENDA

Gina Eames welcomed everyone to the meeting and thanked the QDG for the contribution they made to Dr Hibberds leaving party – he was touched by their gift.

1. Apologies for absence From the Partners of the Practice, Robert Richmond and John Hinton (QDG).

2. Minutes of the last meeting

It was agreed the notes of the previous meeting be approved as a true and accurate record of that meeting; this was unanimously agreed by all those present at that meeting. Maggie Richards Proposed and Brenda O'Dowd seconded.

3. Matters arising

Swanton Morley Parish Council are prepared to notify the CCG if there is to be a development of housing stock proposed.

Sheila thanked Judith for her help with her son.

Medical Cover: Gerry raised the issue of there being a week with no doctor at Swanton Morley Surgery – there was a particularly nasty bug going round. Three patients were asked to go to Elmham but they couldn't drive. He made the request that we have a doctor at Swanton Morley 3 times a week. Judith acknowledged there had been a difficult spell with limited GP availability, with staff ill as well. There is always a NP at Swanton Morley and they can ring and speak to a GP if they need to.

Gina thanked Judith for increasing the receptionist and dispenserary staffing levels.

Dr Hibberd had passed on his thanks to all the people who helped at and attended his party. He was pleased to see so many past PPG members and really appreciated it all. Gina thanked Mrs Palmer for all her work that afternoon and would like there to be a letter in Link Up mentioning the party. She would also like a summary of the minutes in Link Up.

Gina asked for a new secretary as Hilary has had to stand down. Judith with offer temporary support. The notes can be handwritten and then passed to her as soon as possible after the meeting

4. Update on Swanton Morley Surgery matters

There will be a new Partner joining the surgery in August. He has been a registrar locally and becomes a GP in August. His name is Rob Spooner. The success of this appointment stems from a Facebook post. Dr Spooner has been to the surgery already and is joining meeting and shadowing staff.

All posts are now filled at the surgeries. A dispenser and HCA are on maternity leave and the posts have been covered internally.

We are currently reviewing how we manage housebound patients needing an INR test. The arrangement is not ideal with the District Nurses, so the surgery is looking at an in-house solution. This will involve purchasing new software.

We have been approved as a Training Practice and hope to have registrars join us in the near future. However, there is a shortage of doctors overall and joining the training scheme in Norfolk in particular.

The Lead Nurses have changed their roles slightly – Andy leads as manager and lead for the Barracks, Katie oversees long term conditions, Jon will be developing our research status and Joanna leads the visiting team.

Local update; The Dereham practices, Mattishall, Shipdham and Elmham are formalising their close working relationship. They will then work with the CCG to develop a primary care service that extends its contracts and offers a wider service to the whole Mid Norfolk population.

The newsletters are now separate and serve each surgery.

5. Input from PPG members, including patient's comments

Gerry hopes that Dereham Hospital can be properly utilised as a medical centre. The site is owned by the NHS. There are precedents set in Norfolk, but at present his view is that it is not fit for purpose, however discussions are taking place as to its future.

Maggie asked about funding for bunion operations at a private hospital in Bury St Edmunds. Judith explained it is NHS funding as an alternative to NNUH. Patients must fulfil the same criteria.

Sheila gave positive feedback on the Dementia evening and hoped it would be repeated.

She also reported that an asthma patient was seen by a NP and asked to return for followup in 4 weeks but could not book an appointment. Judith acknowledged the issue, which is linked to the staffing shortage. As this is now resolved the appointments will now be published more readily. However, demand is increasing and they are often booked quickly.

The QDG has given feedback through Glen that the Army has really appreciated the support the surgeries have given over the years, especially when there was no Medical Officer. The Colonel appreciates the support from the whole community, especially as they returned for Germany.

Jane raised an issue about NPs requesting a course of action that then doesn't happen. Judith explained that this can be outside the practices control – Vanessa the Lead Secretary is currently attending meetings to monitor referral pathways.

Karen has given advice to a lady about pre-payment cards for prescriptions, as the lady is from Wales, where prescriptions are free.

We will try to write something for Link Up and Gina will take information to the camp.

Gerry asked about the waiting times for appointments, they are now over 18 weeks. Judith confirmed this was out of our control but the doctors are aware of the issue.

Breckland Care at Home CIC is now owned by Independence Matters CIC – Dr Hibberd will remain on the Board.

6. Any other business:

Gina reminded people she needs help and a secretary.

She thanked Annabel for the sign and notice board.

There being no other business to conduct, the meeting closed at approx. 8.35 p.m.

7. Confirmation of date and time of next meeting:

This will be held on **Wednesday 14th June 2014, 7.00pm** at the Hoe and Worthing Parish Hall.
