

ELMHAM PATIENT PARTICIPATION GROUP

MINUTES OF THE MEETING HELD ON THURSDAY 12th July 2018

Present: Chair - Roger Thorneley (RT), Secretary -Liz Waddy (LW),
Susan Brock (SB), Ken Walton (KW), Linda Rose (LR)

From the Practice: Dr Simon Carroll (SC)

In attendance: Karen Patience (Swanton Morley PPG)

1. **Apologies for absence received from:** John Mallen, Ted Sansom, Gina Eames and Judith Wood

Presentation

Kate Wyatt, one of the Care Home Nurses working with South Norfolk CCG gave the group some valuable information on making urgent calls, including 999 and those to 111. We were given a list of the kind of problems warranting a 999 call, e.g. chest pain. Kate also talked about SBAR, a valuable aid to giving the most essential information concisely to the emergency services. The acronym covers **S**ituation (what is the problem?), **B**ackground (brief details of the person), **A**ssessment (what do you think has happened?), **R**ecommendation (what help do you want?)
A vote of thanks was given to Kate for giving up her time to come to talk to the group.

2. **Minutes of the Last Meeting**

Minutes of the last meeting held on May 10th 2018 were approved.

3. **Matters Arising**

- From 1/9/18 the mid norfolk practices will be working together to provide increased access to appointments out of hours. These will be pre-bookable and non-urgent only.
A vote of thanks was given by the group to Judith for all the hard work she has put into the preparation for this.
- No progress to report on the social prescribing garden as other issues have had to take priority.
- SC reported that SystmOne the new computer system continues to work well.

4. **Members' items**

- LW discussed the dementia friendly surgery guide which the CCG has been working on with the help of Healthwatch Norfolk. SC said that the surgery would be happy to look at this when it is released in August.

5. **Chair's Items**

- RT talked about the Long Stratton initiative - the powerpoint presentation on this had been circulated to the group with the minutes. Several members of their Primary Care team had been involved in giving a series of presentations to local High School pupils. These covered a number of issues including mental health problems in teenagers and diet and obesity. SC (and JW whom LW had spoken to before the meeting) felt that this was a very valuable project but pointed out that the practice covers 4 high schools so may need to think about doing it in a slightly different way e.g. a workshop. SC and JW will take it to the next Mid Norfolk practices locality meeting next week to see if there is any appetite from other practices to participate. KW added that, if this was the case each surgery could take on a single issue to try to avoid duplication. The group did feel that it was important to ascertain which areas the schools perceive their needs to be in. LR commented that some of these areas may already be covered in-house already.

6. Practice Items

- SC reported that the new triage (GPs calling patients back in the morning rather than an appointment being made automatically) has been very successful and will continue. He felt that the GP and PN time was used more effectively and the patients were being directed to the most appropriate health care professional for their needs. SB commented that she had not been offered a call back but SC explained that, from the information she gave, the receptionist had been given sufficient training to know which clinician she needed to see.
- The self-referral system to the physio service is working well. The telephone number for this is: 03330433966
- 1 new GP registrar will be in post from 1/8/18 for 12 months. The 2 current part time GP trainees leave on 31/7/18.

7. Any Other Business

- KW discussed that it was still difficult to know who all the members of the practice team are. SC said that this information is available and regularly updated on the website but the surgery would look at updating the surgery newsletter for those patients who do not have access to the internet.
- A discussion was had about the difficulties recruiting new members - KP reported that Swanton Morley PPG is experiencing the same problem. Members to try to encourage others to come along.

8. Date & Time of Next Meeting - Thursday September 13th, 2018 at 7.30pm