

**Minutes of the meeting of Swanton Morley Surgery Patient Participation Group
on Wednesday 14th June 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)
Patricia Adlington

Karen Purchase
Susan Brock
Glen Cartwright (QDG)
Jane Allison
Dr Brun
Robert Richmond

AGENDA

Gina Eames welcomed everyone to the meeting and held 1 minutes silence those who died in the fire at Grenfell Tower that morning.

1. Apologies for absence From Judith Wood (Practice Manager).

2. Minutes of the last meeting

Judith had been called away and the minutes were not available at the meeting (they were later emailed to Gina).

3. Matters arising

For discussion at the next meeting, if not covered on this agenda.

4. Update on Swanton Morley Surgery matters

There will be a new Partner joining the surgery 21st August. His name is Rob Spooner. He is joining the staff for meetings already.

All posts are now filled at the surgeries.

The practice is currently reviewing the rooms the secretaries and receptionists work in. General refurbishment is needed, but also some improvement to reduce interruptions. Work is also underway to review back office procedures such as how post is managed to streamline work.

Swanton Morley Surgery is not in need of refurbishment.

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

Roger Thornley and Gina Eames, as respective chairs of the Elmham and Swanton Morley PPGs attended a meeting of all Norfolk PPGs, hosted by Oliver at the CCG. They were pleased to see that our surgeries came top of surgeries across the area in terms of patient engagement. Other Chairmen were asking questions of Gina about how the surgery is running.

Key topics:

- SNCCG no longer funding gluten free food for coeliac patients.
- Over the counter medicines are being encouraged – rather than as prescribed medication, such as paracetamol (saving of £126k in Breckland area) and hay fever medicine
- 60% of prescriptions are for older peoples medicines

Gina requested that some information was placed on the noticeboard. Dr Brun agreed and clarified the needs of chronic sufferers. Gina will share information with PPG members.

- Social Prescribing is being trailed in North Norfolk CCG and Broadland DC to give community and social advice to place such as schools, libraries nurseries etc to support alternatives to health care. Breckland are not part of the project as yet.
- A Social Worker is available at Elmham surgery on a Wednesday to discuss issues such a housing, care needs and benefits.
- Telephone Care – Patients may seek advice on the telephone for help with issues such as shopping, befriending service etc. Age UK charge a fee for a telephone service. Gina will follow up and discuss with Breckland Council. Robert and Karen gave examples of cases where people need help locally as they were not getting carers in to do shopping. Dr Brun

said the surgery has a weekly meeting to discuss people discharged from hospital, who may have more complex care needs.

- Gerry reported that the village will soon have a new priest looking after Swanton Morley, Beetley, Hoe and East Bilney.
- Gina reported that Norfolk County Council will be appointing someone to oversee the Car schemes in the county. Ropert reported that the funding from Breckland DC will stay in place for the local scheme.
- Gerry asked about vulnerable patients who were being told they had to attend the surgery for blood tests rather than them be done at home. Dr Brun reassured the group that there are District Nurses (DNs) who can visit people at home, but there is a balance to be had with those who can get to the surgery and those that are genuinely housebound. Demand for care is high and the DNs need to be able to prioritise those in greatest need.
- Gina reported that a man who needed to return to the surgery was very complementary of Rachel and Jimmy (HCA).
- Maggie reported that she had asked to see a PN or NP but was seen by a doctor. Dr Brun reassured her not to feel guilty if this was what was needed or available on the day.
- Cathal Daly, Pharmacist will be attending the next meeting.
- Annabel (receptionist) will be helping Gina with the notice board.

A vote of thanks was given to Hilary Bushel for her work as minutes secretary recently.

6. Any other business:

Jane reported that she had heard comments from people objecting to being asked questions by the receptionists. The members are aware that this is so the receptionist can direct the person to the most appropriate clinician for their problem. Gina has raised this and knows it will be dealt with sensitively as training is planned.

Karen reported an issue relating to a delay in gaining medication after ordering a request online.

Gerry thanked the practice for providing branded drugs from the surgery – these are now special orders.

Gerry expressed concern that personal issues were being discussed in the meetings that should be addressed directly with the surgery at the time.

There being no other business to conduct, the meeting closed.

7. Confirmation of date and time of next meeting:

This will be held on **Wednesday 9th August 2017, 7.00pm** at the Hoe and Worthing Parish Hall.
