

**Minutes of the Swanton Morley Practice Patient Participation Group
Held Wednesday 8th February 2017 at 7.30pm, at Hoe and Worthing
Parish Hall- next to Hoe Church.**

Present: Gina Eames (Chairman)
Maggie Richards (Vice Chair)
Brenda O'Dowd (Parish Councillor)
Susan Brock
Karen Purchase
Jane Allingson
Sheila MacFarlene
Patricia Adlington
John Hinton QDG Swanton Morley
Gerry Palmer Church Warden and Link-up
Robert Richmond (Breckland District Councillor)
Judith Wood Practice Manager.
Dr. A. Brum

Special Guest Oliver Cruickshank SNCCG

Minutes Secretary Hilary Bushell

WELCOME

Gina Eames welcomed everyone to the meeting. It was requested that all personal matters should be addressed directly to the surgery therefore medical and prescription queries should not be discussed at the groups meetings.

APOLOGIES FOR ABSENCE

No apologies received

MINUTES

The minutes were accepted and signed as a true reflection of the meeting held on the 14th December 2016. Proposed by Robert Richmond and seconded by Maggie Richards

MATTERS ARISING

There was only one point raised - condensing of the minutes to one page for the Link-up Web site

Gina Eames informed the group that she was still collating the lists of organisations for the villages and Dereham. Faye Le Bonn was given a vote of thanks for her responses to questions raised.

Judith Woods asked John Hinton to keep her updated on which bulletins and surgeries the camp would like to have the wives to be involved with. A vote of thanks was given to Vanessa for putting the minutes on the surgery web site.

PRACTICE MANAGERS REPORT

Dr. Hibbard is leaving at the end of March after 30 years of unstinting service at both North Elmham and Swanton Morley surgeries - giving us two strong practices. For this we all pay him a high tribute.

The practice is in the final stages of negotiation for a new partner to join in August - with an in-house period of training. We will keep you updated with information as and when. The Newsletter will be split between North Elmham and Swanton Morley. Please let me know what you would like to see in the newsletter. A reminder was given that there is on-line access for repeat prescriptions and appointments. The touch screens in the surgeries must be used more, and patients need to be educated as to how to use the screen. At present cleaning up the web site to make it more user friendly.

OLIVER CRUICKSHANK

Gave an outline of the area covered by the group, which covers half of Breckland, giving 240,000 in the locality. The SNCCG has an allocation of £27m. A five year plan covers keeping people at home with care, giving multi specialist service provision. The Dereham practices have all met and will jointly provide services locally. Ultra sound equipment service could be based at Swanton Morley. It is very much a plan which involves everyone working together for everything to succeed. NHS England is passing more back to CCG. Also graduates are to work with G.P.'s in Norfolk. Everything depends on Health Education and direct incentives. Nurse practitioners are invaluable to primary care. The five year plan is a financial plan for delivering all services within the budget. NHS England is putting pressure on CCG's and G.P.'s and indirectly patients. South Norfolk is one of five groups working together for Mental Health, Norfolk Health and Care, Accident and Emergency, and the voluntary sector. We like to go out to all the forums to explain all the changes to achieve savings and efficiency. Prescriptions need to be reviewed to enable cheaper options to be made available. It is commonsense really and again it's a case of education of the patients.

Thanks were given to Oliver Cruickshank for his visit and the information given.

Robert Richmond stated that the current situation of a further 500 houses for Dereham is at present deferred, NHS England has no local knowledge of the true situation. Both Robert Richmond and Hilary Bushell are working and monitoring closely, all the developments which are coming forward and objecting on the whole area of infrastructure, which includes health care provision. Locums are being used but they do not have all the paper work to undertake. Robert Richmond praised Dr. Brum and Judith Woods as everything is working very well, and asked how we can keep doctors.

The group wished to thank Robert and Hilary for their work in this matter.

Dr Brum Said that more nurse practitioners are being used and also that the Minor Injuries Core Module is now removed from the UEA.

Gerry Palmer said that with all the talks about hospitals and local G.P.'s etc would indicate a negative situation which will only exacerbate the situation. We should bring back the signing of a five year commitment from newly qualified doctors.

From the Group.

Maggie Richards will contact re patient query.

Brenda O'Dowd. Asthma nurse has been of sick. -----Judith Wood asked patients with asthma to speak to the pharmacist if there are any queries.

Sheila MacFarlene - Patient got an appointment straight away. Also, that her son had a problem with a receptionist. (Since report, it has been found to have been at a different surgery)

Gina Eames asked the group to obtain the name of the receptionist if there was a problem.

Judith Wood confirmed that the surgeries ring out in September to make appointments for flu vaccinations

Gerry Palmer said that both surgeries worked perfectly well and deserved their success they achieved.

Gina Eames handed out leaflets re the Dementia Meeting re the Admiral Nurses etc. There are three speakers PLEASE SUPPORT. Reported back on SNAPP meeting. Asked for ideas regarding Dr. Hubbard's leaving gift.

It was agreed that there would be separate gifts from the patients etc.

Maggie Richards asked if Doctors returned calls in the evenings. Dr. Brum stated that calls are made as and when time permitted.

Gerry Palmer reported that the community car scheme is working well, but they were unable to
To support same day appointments but required 24 hours notice.

Robert Richmond spoke about scam phone calls and was informed that 1572 was available and to contact bt.com/callprotect.

The meeting closed at 8.45pm.

The date of the next meeting WEDNESDAY 12th APRIL 2017 at 7.15pm at the usual location.