

ELMHAM PATIENT PARTICIPATION GROUP

MINUTES OF THE MEETING HELD ON THURSDAY, 8TH MARCH 2018

Present: Chair – Roger Thorneley (RT), Ken Walton (KW), John Mallen (JM),
Acting Secretary Ted Sansom (TS)

From the Practice: Dr. Alice Griffith-Jones, Judith Wood (JW),
Vanessa Whitwood (VW)

Prior to the meeting being formally opened, Judith Wood introduced Vanessa Whitwood from the Practice staff. She explained that Vanessa would be taking over many of the tasks and responsibilities of Practice Manager now that she (JW) had moved to a part time role at the Practice. RT welcomed Vanessa to the meeting.

1. Apologies for Absence

Apologies for absence had already been recorded from Liz Waddy and Linda Rose on the Agenda sent out for the meeting but the Chairman also brought apologies from Sue Brock and Linda Rose.

2. Minutes of the Last Meeting

The Minutes of the last meeting of the Elmham PPG, held on 11th January 2018 were approved by those present and signed by the Chairman. RT and JW reported that since the last meeting they had both heard from Brian Rawle to the effect that he did not wish to continue with membership of the Elmham PPG.

3. Matters Arising

RT enquired about the progress being made on the creation of the Elmham Surgery Community Garden. JW re-appraised the meeting that this was all to do with the Social Prescribing scheme, as outlined by Dr. Spooner at the last Elmham PPG meeting. She further advised that it was hoped that the creation of the garden would move on apace during the Spring & Summer months and that the principles behind Social Prescribing could be put into practice. The person at the Practice designated to oversee this project was Annabel Hipperson

JW gave a clear and precise explanation of the reasons behind moving from the Emis Web computer system to the System One type. The changeover was being carefully planned but reminded all present of Rabbin Burns' immortal words that “ the best laid schemes o' mice and men, gang oft a'gley.”

4. Members' Items

JM raised the question of 8.30 am appointments in particular and also the matter of when appointments were running late in general and the effect this had on drivers who were operating the volunteer car scheme. JW stated that there was no easy answer to this problem, other than to say that the Reception staff at both Surgeries would do all they could to assist in overcoming such problems whenever they arose. Discussion took place concerning the viability of installing a visible system in each Surgery's Reception Area which advised patients arriving of any likely delays in their appointment times.

JW stated that the switch over to the new clinical computer system i.e. from Emys Web to SystymOne would take place on the 18th April 2018 and in order to ensure a smooth transition it would be necessary to operate a reduced appointments list. JW advised that everything would be done to minimise any adverse effects this might have on patients.

5. Chairman's Items

In response to the item included on the Agenda for the meeting and which related to a change in Nurse Practitioners' responsibilities, JW explained what these were, with particular reference to diagnosis. General discussion took on this subject ; JW assuring the members present that there was always a doctor available that the Nurse Practitioner could consult with.

JW confirmed that there had been some instances of flu outbreak but these had been managed quite well and had not thrown too much undue strain on the Practice's normal activities.

6. Practice Items

Most of the items that JW wished to discuss had been covered during the course of the meeting, however she gave an overview of the Practice's activities, including staff changes and changes to systems etc. In reciprocation the PPG membership expressed their best wishes and thanks to JW as she entered a part time phase of her long association with Elmham and Swanton Morley Surgeries.

7. Any Other Business

It was confirmed that patients were able to book appointments with Cathal Daly should they wish to discuss their medication regimes etc.

There being no other business the meeting closed at approx. 9.07 pm

8. Date & Time of Next Meeting - 10th May 2018