

ELMHAM PATIENT PARTICIPATION GROUP

MINUTES OF THE MEETING HELD ON THURSDAY 8th November 2018

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

From the Practice: Judith Wood (JW)

Apologies for absence: John Mallen, Gina Eames (Swanton Morley PPG)

The Minutes of the last meeting on September 13th were approved and signed. It was agreed that in the future, the draft minutes would be sent out for comments as soon as possible after each meeting whilst the events were fresh in the members' minds. They will then be discussed further at the next meeting.

Matters arising:

Both the AGM and the general meeting in September had been curtailed due to the open forum so it was agreed to proceed with the AGM and bimonthly meeting. Minutes of the AGM will be sent out separately.

JW reported that there had been considerable reflection within the practice on the points raised at the open forum. It was felt that this had been a good opportunity to allow patients to air their views and the concerns of one family were dealt with as a formal complaint. The details of this are confidential.

Practice Items:

JW expanded on her annual report which was discussed at the AGM and will be available in the practice and on the website.

The practice has had its most challenging year ever - weather and staff illness being major contributing factors.

There was good news in terms of staffing - the practice now has 4 parity GPs and 3 salaried GPs.

The main difficulties with the computer system are now over. Receptionist Mel is now patient services manager for on-line services. There will be a texting system in place to allow patients to enquire about blood test results to take pressure off the phones.

Questions were raised about the takeover of Toftwood surgery. JW explained that this was part of the need to "work at scale" which is a government initiative. Practices will be required to work together much more in the future in order to deliver the required services. There is a drive for surgeries to work in "neighbourhoods" to deliver care to approx. 30,000 patients.

As mentioned in the previous minutes, remuneration to the practice per capita has fallen

significantly.

Taking on enhanced services like phlebotomy (blood taking) and sharing care of patients on complex drugs with the hospital brings in more money.

JW is now a Director of South Norfolk Healthcare whose role it is to bid for the contract for the provision of current services. As this contract has a large value it has had to go out to procurement opening the possibility for other agencies to bid for the work.

Following the takeover of Toftwood the surgeries will be known as Elmham Group Practices.

Toftwood does have its own staff (which has been TUPE'd over) but GPs from Elmham do rotate in to work there on a regular basis currently.

Improved access has been up and running for 2 months without any significant new issues. Doubt was expressed about the value of this.

Triage is to be scaled back from December to one hour in the morning in order to free up more appointments. It was acknowledged that some patients will deliberately avoid ringing at this time in order to get a GP appointment.

JW has researched "askmygp" an online triage service which Downham Market surgery is using successfully.

Chair's items:

Ordering of flu jabs has been more difficult since NHSE took over the process.

The interface between Health and Social care is still proving problematic with patients who are fit for discharge remaining in hospital because of lack of resources to set up an adequate care package at home.

The practice is still looking at the possibility of going into local schools to provide some basic health education but reiterated the difficulty of having patients from a number of schools (unlike Long Stratton which has only one High School).

The 5 CCGs are to have one single senior management team, presumably with a view to amalgamating the CCGs in the future.

LW was thanked for her work as secretary.

Members items

There was insufficient time to discuss improved communication between PPG and the practice and patients. This will be placed on the agenda for January.

The practice does plan to send important information about changes to the local magazines.

As LW would not be able to attend on Thursday evenings in the future it was agreed that the meetings would be held on a Wednesday in 2019. LW will contact Elmham school to confirm that this is acceptable.

The practice is planning some renovation work and, to that end, the members offered to do a walk round the surgery as patients have mentioned (and JW agreed) that both entering and navigating the building can prove difficult.

Date & Time of Next Meeting - Wednesday January 9th, 2019 at 7.30pm