

ELMHAM PATIENT PARTICIPATION GROUP

MINUTES OF THE MEETING HELD ON Wednesday March 13th, 2019

Present: Chair - Roger Thorneley (RT), Secretary -Liz Waddy (LW), Susan Brock (SB), Linda Rose (LR), Ken Walton (KW), John Mallen (JM) Jenny Cunningham (JC),

From the Practice: Dr Alice Griffiths-Jones (AGJ), Judith Wood (JW)

Apologies for absence: Ted Sansom and Gina Eames

The Minutes of the last meeting on January 9th, 2019 were approved and signed.

Matters arising:

- RT reported that he had been unable to obtain an address for David Sander's family and apologised that this meant he had not been able to send a condolence card on behalf of the PPG.
- JW confirmed that the lack of availability of clinical staff in Swanton Morley surgery on Wednesday and Friday afternoons relates to a change in funding received by the surgery. Further discussion was had around the ways in which the surgery had publicised this as most members of the group were unaware of the change. **Action: JW will place posters on the entrance doors of both surgeries to remind patients of the change.**
- It was agreed that LW would create some bullet points of information from the Minutes which could be sent out for publication in the local magazines. **Action: LW to create simple information sheet for the local magazines after each meeting.**
- Staff illness continues to be problematic
- Objections were raised to the receptionist taking personal details to facilitate triage - JW and AGB understood that this may be viewed as intrusive but explained that it is an important part of making sure that each patient sees the appropriate clinician. Various options around this were discussed including that used by Downham Market surgery. KW suggested that for telephone triage the use of some form of neutral voice might be more acceptable.
- JC has spoken to several local gardeners, including the allotment holders, but none was available to assist with the new surgery garden project. KW said that as some time had passed since this was last discussed, he had got rid of the equipment he had initially offered.

Members Items:

- The group felt that communication between the surgery and the practice population is still in need of improvement. JW discussed the variety of routes through which the surgery disseminates information. It was felt that paper copies should be continued as not everyone has access to the internet. Hopefully, the use of the local magazines to get messages out will reach more individuals.
- LR raised the request she had received to complete new paperwork for ordering online prescriptions. JW said that LR had been given this in error. **Action: JW will speak to the reception team about giving out the correct paperwork, when appropriate.**

Post meeting note - reception confirmed that LR had been given the correct

paperwork which she completed and now has her passwords!

- The group also discussed the Enhanced Summary Care form consent form which can be found in reception. LR felt that this (and other important paperwork) could be missed by many patients and suggested that the local coffee mornings might be the best way to update everyone. Action: **JW will arrange for Cynthia, a staff member, to visit local village coffee mornings by prior arrangement to discuss this.**

Chair's items:

- JW told the group that a new Admiral Nurse had been appointed. LW reported that the CCG is doing a piece of work on reviewing post diagnostic support across Norfolk and Waveney and the results of this would be available later in the year.
- ARB highlighted the significant amount of time taken up by consultations relating to Mental Health problems. The difficulties of response times of the local Mental Health Trust were also mentioned.
- LW had spoken to Kate and Irene the care home nurses who felt that Brexit was not currently impacting on staff recruitment.
- Again, with reference to Brexit, JW explained that the surgery is not stock-piling drugs but is following current government advice. It was acknowledged that lack of availability of some medication is already a problem.

Practice items

- JW reminded the group that Primary Care Networks (groups of practices working together and serving populations of 30,000-50,000) will commence in early July.

AOB

None

Date & Time of Next Meeting - Wednesday May 8th, 2019 at 7.30pm