

ELMHAM PATIENT PARTICIPATION GROUP

MINUTES OF THE MEETING HELD ON THURSDAY January 9th, 2019

Present: Chair - Roger Thorneley (RT), Secretary -Liz Waddy (LW),
Susan Brock (SB), Linda Rose (LR), Ted Sansom (TS), Jenny Cunningham (JC)

From the Practice: Dr Abigail Brun (AB), Carol Dunne-Bathurst (CDB) Finance Manager
In attendance: - Gina Eames, Swanton Morley PPG

Apologies for absence: John Mallen, Ken Walton, Judith Wood

The Minutes of the last meeting on November 8th, 2018 were approved and signed. Before the meeting commenced the Chair announced the sad news of the death of David Sanders (one of the founder members of the PPG). It was agreed that RT would send a letter from the PPG to David's next of kin offering our condolences.

The group welcomed Jenny Cunningham as a new member.

Matters arising: There were no matters arising.

Members Items:

GE raised the issue of the lack of a GP or Nurse at Swanton Morley on Wednesday and Friday afternoons. This has been the case for several weeks and there was concern that patients were not aware that this was going to happen. CDB explained that this had been published on the website and on social media but acknowledged that not all patients access these.

Dr Brun explained that lack of availability of clinical staff had led to this. The practice is trying to recruit both a new GP and Practice Nurse and has been assisted by locums recently.

The parish magazines were agreed to be a good way of disseminating information as they are delivered free to all households. GE mentioned that Swanton Morley's magazine LINK must be paid for and this reduces the number of people who read it.

Contact details for the magazines are as follows:

Emma Raines, Reeves Tale emma@thereevestale.co.uk (Foxley and Bawdeswell and surrounding villages)

Ann Pyle - ann_tone@btopenworld.com (Swanton Morley)

Janet Woodhouse - robert.woodhouse2@gmail.com (Elmham)

Karen Pedder upperwensumdiary@googlemail.com> (Upper Wensum valley)

It was discussed that some patients were worried that Toftwood surgery was stretching the practice resources in terms of staffing. Dr Brun said the surgery was doing it's best to make sure that this would be resolved soon.

The group discussed the need for better communication from the practice (and the PPG) to the wider patient group and Dr Brun agreed to highlight this at the next partners meeting next week.

LW asked about the ease with which patients can cancel appointments as it can often be difficult to get through on the phone. Dr Brun mentioned that online booking of appointments is encouraged and allows patients to cancel easily. It was felt that the

surgery does not have a high number of defaulted appointments overall although the Mental Health nurse has cited this as a problem and the approach to these patients may need to be different.

Dr Brun and CDB agreed to investigate alternative options to the phone e.g. texting.

LR raised the issue of lack of availability of a particular form of medication recently. Dr Brun explained that this has been an intermittent problem with a number of drugs over the years. The group did express concern about the possibility of stock-piling of drugs relating to Brexit. Dr Brun was asked to raise this at the partners' meeting

Chair's items:

JW had provided a briefing on the items raised by the Chair.

The practice has discussed the planned housing regularly at our Mid Norfolk group. Housing developments can be good and bad. JW explained that housing with young fit adults was easier for the surgery to manage than care home developments or settings for older people which can be challenging as the caseload is demanding.

The practice did not anticipate any changes to the provision of services by the merger of the senior management teams at the Clinical Commissioning Groups and felt it was long overdue. Dr Brun discussed that a merger of all the CCGs was likely as this was in line with the government policy of "working at scale". It was agreed that the merger would result in significant financial savings.

Viral illnesses have also affected the staff which has put the surgery under more pressure. The Flu campaign is now complete, and the surgery did get enough jabs and completed the clinics by Christmas.

In terms of improving access, early morning appointments and phone calls by GPs in the evenings are popular and all slots are used. Saturdays do get taken up but there is very low demand for Sundays or Bank Holidays.

Practice items

Dr Brun highlighted the large number of phone calls dealt with by the staff during the week (800 on Mondays and 400 on other days)

Telephone triage in the first hour of the day continues and approximately 50% of those contacted by telephone triage are invited to come in for an appointment.

It was felt that the group could act as a good "sounding board" for any proposed changes and the offer of a walk round to discuss the layout of the surgery still stands.

The value of social prescribing was acknowledged - eg village coffee mornings and tea at 2 in Elmham. Dr Spooner is looking to progress the community garden project he discussed at an earlier meeting and has asked the group for support. It was mentioned that Ken Walton had expressed an interest in this. JC was also going to explore any local contacts. RT asked if Dr Spooner could provide the group with updated details about the project.

AOB

None

Date & Time of Next Meeting - Wednesday March 13th, 2019 at 7.30pm