

ELMHAM PATIENT PARTICIPATION GROUP

MINUTES OF THE MEETING HELD ON Wednesday May 8th, 2019

Present: Chair – Roger Thorneley (RT), Secretary -Liz Waddy (LW), Ken Walton (KW), Ted Sansom (TS)

From the Practice: Dr Simon Carroll (SC), Judith Wood (JW)

Apologies for absence: Linda Rose, Jenny Cunningham, John Mallen, Susan Brock, Gina Eames

The Minutes of the last meeting on March 13th, 2019 were approved and signed.

Matters arising:

- Action: JW will place posters on the entrance doors of both surgeries to remind patients of the change.
Resignation of a member of admin staff has slowed progress on this but JW reassured the group that this would happen in the near future. These posters will be replaced, after an interval, by information about the early morning appointments.
- Action: LW to create simple information sheet for the local magazines after each meeting. LW produced a draft message which JW has improved upon. The aim is to publicise these 4 monthly (ie after alternate meetings).
Action: LW will send current message out to the editors of the local magazines.
- Action: JW will arrange for Cynthia, a staff member, to visit local village coffee mornings by prior arrangement to talk about the Enhanced Summary Care forms.
Action: Organisers of local coffee mornings etc to contact Cynthia directly.

Members Items:

- KW raised the issue of succession planning in terms of future retirements of the more senior members of staff. "How do you teach experience?"
SC explained that the 2 weekly multidisciplinary staff meetings provided a good opportunity for teaching and that there are a number of other ways in which information can be passed on in the course of the week. He added that it must be recognised that learning is a 2-way process and that he had learned a great deal from the younger GPs, IT being a case in point.

Chair's items:

- JW told the group that a new Admiral Nurse is currently being recruited. LW reported that the CCG is doing a piece of work on reviewing post diagnostic support across Norfolk and Waveney and a Specialist Carer support service will be part of this. The group acknowledged that it is very difficult to evaluate the impact of this kind of service.
- There was discussion around the assessment of Mental Capacity (and the importance of recognising when there is a need for this) and the value of Health and Social Care working together in this area in particular.
- RT presented several useful information sheets that he had obtained from one of the CCG stakeholder events – the group felt it would be helpful to display copies in all 3 surgeries and the local Post Office and Bawdeswell village hall.

Action: RT to arrange this.

Practice items

- The surgery has appointed several new staff members and recently interviewed a potential GP partner. JW is currently working 4 days a week to cover the transition and feels the surgery is emerging out of a difficult time in terms of staffing.
- The formal sign-up to join a Primary Care Network is in mid-May. A pharmacist and social prescriber will be part of the team serving the network.

JW reported that Toftwood surgery had received a recent visit from the CQC (Care Quality Commission). The surgery has to wait 50 days for the result of this, but no adverse comments were made on the day. The CQC suggested that it might be helpful for the surgery to produce it's own patient survey to help the staff understand any gaps in the service. The Practice would also appreciate help from the PPG in evaluating the data collected.

Action: The PPG members will come up with 3 suggestions for questions for the survey

- As part of the Royal College of GPs "parkrun UK" initiative the surgery has been encouraging staff and patients to do a 5km run on a regular basis to encourage fitness and wellbeing.
- Swanton Morley PPG is discussing running a number of health education events for patients – there may be a possibility of doing this as a combined effort.
- JW spoke about provision of extended hours. The surgery will have to provide an extra 30mins of consultation time under the new arrangements. They had considered using these for things like cervical smears and advice about contraception as these are issues that a woman might prefer not to take time off work to discuss.

Action: PPG members to make suggestions as to how they feel the extra time might be best used.

AOB

KW raised the issue of reregistration of patients in the Dereham area to Toftwood. JW explained that the premises could not accommodate them currently. SC also explained the complexity of current contracting arrangements make movement of patients impossible in some instances.

Date & Time of Next Meeting – Wednesday July 10th, 2019 at 7.30pm