

SHERINGHAM MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP MEETING

Wednesday 8th March 2023

Present: Emma Clarke (Practice Manager), Lesley Vernon, Adrian Vernon, Sue Cotterill, Gordon Hare, Susan Howard (Treasurer), Freddie Stening, Mike Stephenson, Roz Treadway,

Apologies: Elizabeth Turner. Terry Miller, Refiloe Joka-Serote, Pauline Craske,

New member Freddie Stening welcomed

A thank you to Sue Cotterill and Lesley Vernon for February's minutes.

JE started with a brief statement that Charlotte Pike the Business Manager had now resigned and she was grateful for the farewell card from the PPG. The GP Partners and management will be going through a time of change over the next few months which the PPG needs to be mindful of and support all the staff if needed.

Gary Beauchamp – First point of contact Surgery Physiotherapist

Gary started by giving the group a brief outline of his professional background and extra training and qualifications he needed to undertake to fulfil this new role.

- The First contact Physiotherapist role offers fast access to a Physiotherapist with expertise in Musculoskeletal conditions. Gary will offer a comprehensive assessment, diagnosis, advice and education on how to manage the condition and if specialist services are necessary.
- He is available at the surgery from Tuesday to Thursday 8 to 6pm every week and alternate Fridays. When a patient phones in to the surgery with a Muscular Skeletal problem they will be triaged by the reception staff and if appropriate referred to Gary.
- The patient will be phoned usually that day and a telephone consultation will take place and sometimes this is sufficient with advice and signposting.
- If needed to be seen a face to face appointment is given for a single 30 minute consultation in the surgery. Occasionally Gary will see the patient for a second appointment.
- Medication can be prescribed and/or referral to East Coast Physiotherapy Service.

Minutes: read and agreed.

Matters arising:

1. **TM** was not available to give an update on the Sum Up card machine purchase.
2. **RJ-S** was not available for this meeting

Action:

- **TM** to be contacted for further clarification
- To review the Aims and Objectives of the Group at the next meeting.
- **Dr Izzadeen** was called away and unable to attend the meeting. Possible booking for next month

Practice Newsletter

At the last meeting it was discussed that the PPG would take a hand in formatting the Practice's quarterly Patient Newsletter.

The following topics for future newsletter were discussed:

- Role of first response Physiotherapist, Enhanced Summary Care record, Carers table, Transport leaflet, Health Awareness campaigns, Tombola dates
- Offers of help with the newsletter were received from **LV, RT**
- Carers table information

Financial Update:

- **SH** gave a current financial balance of £
- The next Tombola is booked for Thursday 6th April 10 to 2pm.

Local patient transport schemes:

- No reported feedback about the leaflet received.

Action:

- Ongoing monthly review at next meeting

Practice Matters:

Emma Clarke kindly stood in for Pauline Craske.

- Men's toilet seat has been replaced but unfortunately pipes not boxed in as waiting for parts.
- Clarification that a surgery has to have a PPG under the DES (Directed Enhanced Service) 2010-15. It became a requirement under the GMS (General Medical Services) Contract in 2016. As far as the surgery is aware this still remains part of the GMS contract.
- There had been concern from some PPG members regarding the Telephone answer machine message. The current message had been reviewed and altered accordingly to make it clearer when calling. Following on from the message there had been concerns about why the lines were closed between 12-2pm. This enables the team to make calls to patients following tasks and an opportunity to get some work completed without the phones ringing and to allow staff to have lunch breaks. But it was pointed out that if a patient needs to speak with someone during the lunchtime they are given the recorded message to Press 4 or hold for General Enquiries.

Action:

- To look at feedback on how new lunchtime telephone message is going.

Members Matters:

- **JE** talked about the reinstatement of the carers Board and table in the main waiting room. Offers were taken from **SC, LV & AV** to help with the set up next day.
- **AV** mentioned his concern about the forthcoming East of England Ambulance service strike and what provisions were being made locally. **EC** answered that as far as they knew this area was not going to be affected.

- **MS** asked about when Health Watch Norfolk were going to come and meet with PPG for a focus group meeting around Shared Care Records

Action:

- **JE** to make contact with Rachael Green from Health Watch Norfolk to confirm a meeting date/time.

Next meeting is Wednesday 5th April 2023