

SHERINGHAM MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP MEETING
Wednesday 12th July 2023

Present: Freddie Stening, Mike Stephenson, Janet Eastwood (Chair), Refiloe Joka-Serote, Roz Treadway, Pauline Craske (Practice Manager), Susan Howard (Treasurer)

Apologies: Gordon Hare, Sue Cotterill, Susan Howard, Adrian Vernon, Lesley Vernon

New Virtual members: Paul Seaman, Phil Bailey

Minutes: Read and agreed.

Matters arising:

1. **PC** arranged for Dr Forrest to attend today's meeting.

Action:

1. Dr Forrest unable to attend today due to sickness. **PC** to rearrange..

Practice Newsletter

- **JE** received a lot of comments back from members. Everyone happy with the format that **R J-S** had kindly worked on. **JE** apologised for not having final draft available.
- **PC** contributed updated practice information.
- **R J-S** to add new contributions from **PC** and to include surgery opening hours.

Action:

- To look at getting the newsletter out in July

Financial Update:

- **SH** gave a financial update of £1,378.30
- **JE** reported back that Tesco's have a new policy of only allowing one Charity or local organisation space for a table one Saturday a month. Group discussed possible alternative sites in the town.
- **PC** asked about if the group had sufficient funds to no fund one hydraulic bed for surgery.
- **JE** reported the second hand book sales are going well in the waiting room but needing more books particularly children's. **RT** has a source for children's books.

Action:

- **JE** to get back to Tesco's regarding having a table for tombola.event.

Local patient transport schemes:

- No reported feedback about the leaflet received.

Action:

- Ongoing monthly review at next meeting

Practice Matters:

PC gave an extensive review of Practice matters

1. Training updates: There will be medical students as from 27th September until May 2024. Dr Ward will be the lead.
2. The new registrar Dr Eke will be starting 2nd August and will be in the practice for a year.
3. Dr Gwyn Clarke changed from a ST3 to a salaried GP as from 14th August.
4. Update on the front desk management: After an audit was carried out peak times have been identified as well as needs. PPG to be involved in management of the front desk.
5. Following on from the GP contract changes in April 2023 there will be access changes including more face to face consultations and easier online choices. The practice has been successful in obtaining a place on the GP improvement Programme Phase Band. The programme will support the practice to move to a model of general practice that is safer, more efficient, and more inclusive. Recent Improvements include patients no longer being asked to call back another day to book an appointment.
6. The Practice have identified current issues that need looking at particularly around the problem of meeting patient demand and patient continuity.
7. Information given on current receptionists undertaking the National Care navigation training. A new apprentice is completing a customer training. Course.
8. Changes to dispensary opening hours: On a Monday evening it will be open until 19.30 to enable patients who are eligible to use the dispensary to collect their medication outside of working hours.
9. There was an update on current staffing levels and roles.
10. Plans for the future were discussed with a high priority in improving access, patient satisfaction and staff wellbeing.

Action:

1. A small PPG group to meet with management to review survey results..
2. Review current patient leaflet and amend as necessary.

Members Matters

- Following a recent Practice Manager's meeting **PC** shared that PPG constitutions were briefly discussed particularly around the topic of new members and what terms and conditions allowed on to the committee. Group discussed AGM and committee members terms.
- **JE** mentioned that the carer's table was being well used and another meeting was to be arranged.
- **JE** had an interesting meeting with Elizabeth White who is looking for the surgery's support in setting up a Menopause Café in the town. Good support from group.

Action:

- **JE** to relook at constitution and arrange AGM for October 2023.
- **JE** and **PC** to arrange a small meeting of an interested GP and Nurse looking at feasibility of setting up a Menopause Café on a monthly basis within the surgery.

Next meeting is Wednesday 6th September