

SHERINGHAM MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP MEETING

Wednesday 8th February 2023

Present: Pauline Craske (Practice Manager), Lesley Vernon, Sue Cotterill, Gordon Hare, Elizabeth Turner, Susan Howard (Treasurer), Refiloe Joka-Serote, Dr Ward (Part) Maya Starr (Social Prescriber) (part)

Apologies: Janet Eastwood, Adrian Vernon, Terry Miller, Mike Stephenson

Maya Starr – Social Prescriber

- Maya Starr started off the meeting by explaining the role of social prescriber and further details of her role. She advised that the role of a social prescriber is to deal with any matters that are not medical.
- Social Prescribing link workers give people time (one hour appointment slot), focusing on ‘what matters to me’, and taking a holistic approach to people’s health and wellbeing. They connect people to community groups and statutory services for practical and emotional support.
- She works with different practises on different days of the week but she is based in Sheringham Medical Practice on a Wednesday.
- She advised that patients can either be referred by clinical staff or can self refer. The scheme is run by South Norfolk and Broadland Council but covers North Norfolk District Council contracts.
- She advised that although the majority of appointments with her are surgery based she can make home visits in extreme circumstances but this does reduce the amount of patients she can see due to travelling time.

Minutes: read and It was noted that Dr Ward’s name read as Adam, it should have been Dr Sean Ward

Matters arising:

1. The purchase of a card machine was discussed and it was felt it needed further clarification as to who will be responsible for the upkeep of this and also making sure it was in the right place at the right time, e.g. if needed for the tombola etc.

Action:

- **TM** to be contacted for further clarification

Financial Update:

- **SH** gave a current financial balance of £828.83, no change from last month.
- No Tombola will be held during February 2023 half term as Tesco has no availability of space during that time. The next one is provisionally booked for Thursday 6th April 10 to 2pm.

Local patient transport schemes:

- No reported feedback about the leaflet received.

Review of extra Meeting held on 1st Feb:

- It was decided in the absence of **JE** that this review would be carried forward to the March meeting, however **PC** suggested it might be a good idea if a newsletter could be organised by the PPG maybe quarterly detailing aims and achievements. PC said the surgery could provide items to be included. This could be posted on the surgery face book page etc and also hard copies could be available in the waiting room and in the local library..

Action:

- To review at next meeting

Practice Matters:

- **PC** advised that the surgery will be purchasing 3 new examination beds, the PPG will reimburse the surgery with a third of the cost of the 3, so purchasing one of the beds. **PC** suggested a plaque could be put on one of them to indicate to patients that this was purchased by the PPG. **PC** confirmed the surgery would purchase the 3 and the PPC could reimburse them when the funds allow. **SH** pointed out we would need to keep some funds in the account to cover other expenses.
- **Dr Sean Ward** joined the meeting to update and answer any questions.
- **SH** advised she was approached by someone who had to wait over 2 weeks for a blood test and ECG appointment. Dr Ward advised that additional blood test and ECG appointments will always be made available if they are deemed essential by the clinical staff. Dr Ward advised that although there is a minor injuries surgery at Cromer Hospital the possibility of a minor illness surgery at Cromer Hospital was being looked into.
- **Dr Ward** advised that the partners were keen to introduce medical students to the practice, hopefully starting in September 23. The meeting agreed this was a very positive idea which would benefit medical staff and patients alike. He advised maybe patient consultations could maybe be longer if a student was involved.
- **PC** advised the surgery were discussing opening half an hour later in the mornings, 8.30 am as opposed to 8 am, except on Wednesday when the opening time of 7pm will remain the same. The extra half an hour in the morning will enable the staff to receive updates and briefings. **LV** was concerned this would be difficult for patients who work but **PC** advised that the Medicom lines would still be open at 8am so patients would still be able to phone Medicom who would ask the surgery to contact the patient.
- **PC** advised there may potentially be spring COVID boosters for over 50's

Action:

- It was agreed a doctor or nurse would be available for 15/30 minutes at the next meeting to discuss how we can help with the matters raised in the meeting of 1 F

Members Matters:

- No members matters

Next meeting is Wednesday 8th March 2023