

**SHERINGHAM MEDICAL PRACTICE**  
**PATIENT PARTICIPATION GROUP MEETING**  
**Wednesday 10<sup>th</sup> May 2023**

**Present:** Sue Cotterill, Susan Howard (Treasurer), Freddie Stening, Mike Stephenson, Janet Eastwood (Chair), Refiloe Joka-Serote

**Apologies:** Adrian Vernon, Pauline Craske (Practice Manager), Gordon Hare, Roz Treadway, Lesley Vernon

**JE** reported that Elizabeth Turner was delighted with her plant and card on retirement from the group.

Terry Miller has had to withdraw from the group as he and his wife are having to move away. Terry made some useful comments on how he saw the group progressing including increasing a media profile.

**Minutes:** Read and agreed.

**Sarah Mapes – Surgery Clinical Pharmacist.**

Sarah gave us a very interesting talk about her background and role within the surgery.

Her main roles are:

- Provide advice and support to the clinicians
- Resolving patient medication problems either on the phone or face to face.
- Patient Medication reviews
- Visiting Care Homes
- Liaising with Community Pharmacies and the Hospitals
- Sharing research and safety data with the clinicians as well as carrying out Pharmacy Clinical Audits

Discussion followed on the topic of the local Community Pharmacies and the problems they are having. .

**Keith Hobson – Wavenet Telephone Senior Sales**

Keith is part of Wavenet a company specialising in cyber security, communications and technology with a base in Norfolk. They have the contract from the ICB (Integrated Care Board) to provide telephone upgrades to many of the Norfolk and Waveney surgeries including Sheringham.

The new Telephone system will be quite different from the existing system which needed updating..

New system will have the following features:

- New Call queue system when patients ring in for appointments etc. These calls will be able to be answered by designated staff from many different portals.
- The new system will be linked to the clinical system so that patient's clinical details can be uploaded instantly.
- System to go live in the near future. Warnings that there may be a possible delay of 15 minutes on the day.

- When a patient rings in the receptionist will have the opportunity to be able to instantly match the incoming call number with the patient's records. An opportunity to update records if necessary.

The group found this a very interesting and useful session.

**Action:**

- **PC** to clarify what patient information will be available on the day of going live.

**Matters arising:**

1. New telephone system talk arranged for today by **PC**.
2. Newsletter sub group met on 3<sup>rd</sup> May
3. Several annual patient review letters distributed to PPG members to examine.

**Action:**

**Practice Newsletter**

- **JE, R J-S** and **JE** met up on 3<sup>rd</sup> May to look at formatting a surgery PPG newsletter. Examples of other country wide PPG newsletters were looked at.

**Action:**

- To distribute for discussion at next PPG meeting a draft newsletter format with possible topics,

**Financial Update:**

- **SH** gave a current financial balance of £ 1,193,77
- The last Tombola at Tesco's raised £250
- **JE** offered to take over the Sumup machine contact from **TM**.
- **JE** reported the second hand book sales are going well in the waiting room.

**Local patient transport schemes:**

- No reported feedback about the leaflet received.

**Action:**

- Ongoing monthly review at next meeting

**Practice Matters:**

No manager available but notes given to **JE**.

- Covid booster vaccination sessions had gone well with a final over 75's planned for Monday 15<sup>th</sup> May. A few PPG members are involved in marshalling.
- New Telephone system installation going well with staff being trained.
- Current Medical Registrar Gwynn will be starting in September with a 6 months contract.
- Proposed special June meeting for PPG to focus on new changes.

**Action:**

- **PC** to propose dates for special focus meeting on changes.

**Members Matters:**

- **MS** gave a brief interesting review on the new SAFER Trial .which is looking at screening for Atrial Fibrillation. Patients aged 70 and over are being invited to take part..
- **JE** handed out leaflets on volunteers needed for help with Medical Student teaching at the UEA Medical School..
- **JE** shared that there had been 2 comments posted in PPG box.
  1. Comment on staff cover needed over lunchtime – discussed
  2. Concern from local resident that disabled toilet seat was broken which has since been mended.

**Action:**

- AOB to be asked for before next meeting.

**Next meeting is Wednesday 7<sup>th</sup> June 2023**