

SHERINGHAM MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP MEETING
Wednesday 7th June 2023

Present: Freddie Stening, Mike Stephenson, Janet Eastwood (Chair), Refiloe Joka-Serote, Roz Treadway, Lesley Vernon, Emma (P/T)

Apologies: Pauline Craske (Practice Manager), Gordon Hare, Sue Cotterill, Susan Howard, Adrian Vernon

Minutes: Read and agreed.

Matters arising:

1. Practice confirmed that messages would be sent out on day of new telephone system going live but they didn't anticipate any problems.
2. Newsletter draft distributed and commented upon.
3. No known updates needed for patient transport leaflet
4. PC to let group know when one of the GP's would be able to attend the meeting and update progress on the changes.

Action:

1. **PC** to clarify when GP attending PPG meeting.

Practice Newsletter

- **JE** received a lot of comments back from members. Everyone happy with the format that **R J-S** had kindly worked on.
- The content was looked at again.

Action:

- To look at getting the newsletter out end June beginning July.

Financial Update:

- **SH** unable to attend meeting but had given **JE** an update with a current financial balance of £1,358.30.
- Agreed to have another tombola in the summer.
- **JE** reported the second hand book sales are going well in the waiting room.

Action:

Local patient transport schemes:

- No reported feedback about the leaflet received.

Action:

- Ongoing monthly review at next meeting

Practice Matters:

Pauline Craske away but Emma kindly stood in

1. Group informed that the surgery had implemented two weeks ago a change in how the reception desk was going to be used. There wouldn't always be a receptionist actually sitting at the desk but would be available by a bell which would go through to the back office. There are new directions for patients when handing in specimens etc. The management felt they had to start this new policy due to staff sickness and reduced staff levels. It would be reviewed on a regular basis.. The group felt they understood the acute staffing situation but were unhappy that there wouldn't be a person on the desk during opening hours.
2. Emma shared with us the ongoing staffing situation particularly regarding the Clinicians.
 - a. Dr Gwynn Clark (female) is starting on 1st August
 - b. Dr Ian Smith is reducing his clinical time down to 3 days a week as from the Autumn

Action:

1. To receive regular updates on the reception desk situation
2. A GP will be available at the July meeting to give an update on changes.

Members Matters

- **JE** mentioned that the carer's table was being well used and another meeting was to be arranged..

Action:

- AOB to be asked for before next meeting.

Next meeting is Wednesday 12th July 2023