**SHERINGHAM MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 8th November 2023**

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| **Present:** Janet Eastwood (Chair), Refiloe Joka-Serote, Pauline Craske (Practice Manager), Susan Howard (Treasurer), Sue Cotterill, Mike Stephenson, **Apologies:**  Gordon Hare, Lesley Vernon, Roz Treadway, Freddie Stening |

**Minutes: R**ead and accepted.

**Matters arising from meetings held 6th September and AGM 11th October.**

1. PPG members made comments on the existing patient survey. Everyone felt there were too many questions and format needed to be changed.
2. Patient leaflet still needing review but to postpone until all the practice changes have taken place and settled.

 **Action:**

1. Patient Survey to be discussed at November meeting.(see practice matters actions)
2. To monitor changes taking place and draft new patient information leaflet.

**Practice Newsletter**

* Agreed by the group to postpone newsletter at present due to many ongoing changes within the Practice. The most up to date information needed for patients
* Group happy with the format. **R J-S** thanked again for her work.

**Action:**

* Newsletter to be published once changes have settled.

**Financial Update:**

* **SH** gave a financial update of £1,403.30 balance.
* **JE** reported the second hand book sales are going well in the waiting room but needing more books particularly children’s.

**October AGM:**

* Minutes read and agreed.

**Local patient transport schemes:**

* No reported feedback about the leaflet received.

**Action:**

* Ongoing monthly review at next meeting

**Practice Matters:**

**PC** gave a very informative PowerPoint presentation of recent changes in the practice.

Copy of the presentation as separate document.

**Action:**

1. PPG to continue monitoring the new website. As outlined by **PC** a few of the group’s suggestions have not been implemented due to the practice having to go through the provider to consider changes.
2. PPG to look at the patient survey again. **MS** suggested that if the questions were inserted into Survey Monkey the format could look quite different in particular less ‘wordy’.
3. **PC** to feed back analysis of data collected from new telephone system in the New Year.
4. **FS** and **MS** were thanked for their continued involvement in working with **KD** and **JM** in making the NHS App more accessible to residents. Plans for workshops in the New Year. **John McDonald** (Digital Transformation Lead)to update at December meeting.
5. **JE** to make contact with the Sheringham Veteran Group to ascertain whether any oftheir members had registered as a Veteran at the surgery.
6. PPG agreed that the group would like to receive quarterly updates from Primary care Network (PCN) Manager **Sandra Claxton.**

**Members Matters**

* **JE** had been approached by **Di Evans** who would like to hand over the running of the Angel Packs which are currently in 40 locations. Discussed and group happy to take over. **JE** suggested that maybe a member of staff might like to be involved.
* The latest NAPP newsletter was distributed.
* **JE** had successfully been able to make contact with the chairs of the other three surgeries in the PCN. An informal meeting will be scheduled for the New Year.
* The continuing Community Pharmacy problems was discussed again with apparently very little change. **FS** had contacted the ICB and as yet had had a reply.
* **JE** & **SC** to host a ‘coffee and cake’ morning on 25th November to thank the inside and outside Covid vaccination sessions volunteers. Volunteers were asked to help.
* **John Murray** known as Scottiewill be retiring on 28th November as the town’s well respected Community Pharmacist at what was Lloyd’s now Hoots Chemist. A card was signed.

 **Action:**

* **FS** to report back on his reply from the ICB at the December meeting.
* **JE**  to collate comments from group and send an email to the ICB regarding the Community Pharmacy ongoing problem.

**Action:**

* AOB to be asked for before next meeting.

**Next meeting (AGM) is Wednesday 6th December 2023**