

**SHERINGHAM MEDICAL PRACTICE**  
**PATIENT PARTICIPATION GROUP MEETING**  
**Wednesday 6<sup>th</sup> December 2023**

**Present:** Janet Eastwood (Chair), Refiloe Joka-Serote, Kayleigh Dorey (Practice), Susan Howard (Treasurer), Sue Cotterill, Mike Stephenson, Freddie Stening, Roz Treadway, Gordon Hare, Dr Seyed Izzadeen (GP)

**Apologies:** Lesley Vernon, Adrian Vernon, Pauline Craske

**Minutes:** Read and accepted.

**Matters arising**

**Action:**

1. Patient Survey to be discussed at January meeting.(see practice matters actions)
2. To monitor changes taking place and draft new patient information leaflet.
3. **JE** had made contact with one of the three veterans groups in the town. The British Legion was going to send out a post to all their members in the area. **JE** reported back to Emma in the surgery her findings.

**Speakers from Yesu were postponed and will be rearranged due to technical online meeting problems.**

**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 surgery changes have settled .possibly January 2024.

**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.

## Update on proposed Care Home

**Dr Izzadeen** along with **KD** gave an update on the West Wood building project that is due to be completed in Sheringham in March 2024. There are going to be 24 affordable homes as well as a 70 bed Care Home including a Dementia Unit.

- The Practice has expressed their concerns to the Norfolk and Waveney Integrated Care Board (ICB) that they were not consulted on this development. The partners have concluded that 'the clinical work load to provide primary health care services will compromise the clinical workload and safety of existing patient care.
- All PPG members were contacted and asked to comment. Of those that replied there was a unanimous agreement to support the Partners. The PPG have sent a letter to the ICB expressing their concerns not only at the proposed workload increase with the Care Home but this needs to be looked upon in line with other new possible developments in the town.
- **GH** asked if it was known who the Care Home operators were. **SI & KD** replied that they had not been informed.

### Action:

- To review on an ongoing basis.

### Local patient transport schemes:

- No reported feedback about the leaflet received.

### Action:

- Ongoing monthly review at next meeting

### Practice Matters:

**KD** gave a Practice update on the following:

#### NHS App:

1. **MS & FS** had been meeting with **KD** and John Macdonald (Project Manager for Digital Transformation attached to the surgery) to look at how the NHS App can be more accessible to patients. A successful information campaign was held at one of the Autumn Covid and flu vaccination sessions.

2. There will be a big push on the app being used to request repeat medication.

3. The group discussed the advantages of getting the App for their own use. **GH** gave some thoughts on his worries about confidentiality and risk of scamming. The latter was discussed as a group.

#### Complaints:

1. **KD** gave a PowerPoint on the latest surgery complaints analysis. (copy of PP attached to minutes).
2. There had been a significant increase in complaints about the Community Pharmacy ongoing situation. The Practice had responded back to each complaint with the same

message that they didn't have any control over any Community Pharmacies. They had been meeting regularly with Boots and Hoots (formerly Lloyds).

3. Miscommunication was a theme among several other complaints. Some of the group talked about some letter not always being very clear. **JE & RT** pointed out the lack of information of what blood were being taken at phlebotomy appointments.

#### Staffing:

1. Informed that Dr Scott will be retiring on 30<sup>th</sup> January 2024.

#### **Action:**

1. **MS, FS & JM** planning workshops on the NHS App for the New Year. The first workshop will be given to the members then offered to residents.
2. **KD** to discuss with practice team the possibility of having a way of informing patients as to what blood tests are being performed at their appointment.
3. **R J-S** requested ongoing updates on the Complaints trends.

#### **Members Matters**

- **FS** as at the time of the meeting had not had a reply from the ICB on his concerns of the Community Pharmacies.
- **SH** asked about what vaccination payments the surgery had received for the last campaign in the Autumn.
- **JE** updated the members on the Angel Packs that the PPG and surgery are going to be taking over in the New Year.

#### **Action:**

- **SH** to receive breakdown of vaccination payments from surgery.

#### **Action:**

- AOB to be asked for before next meeting.

**Next meeting (AGM) is Wednesday 10<sup>th</sup> January 2024.**