**SHERINGHAM MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 14th February 2024**

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| **Present:** Janet Eastwood (Chair), Susan Howard (Treasurer), Kayley Dorey (Practice Management), Sue Cotterill, Mike Stephenson, Roz Treadway, Refiloe Joka-Serote Gordon Hare, Felicity Tomlinson, Lesley Vernon, Elizabeth White, Pauline Craske (Practice Manager) (part)  **Apologies:**  Sarah Child, Adrian Vernon, |

New member Felicity Tomlinson and Elizabeth White - welcomed.

**Minutes:** Read and accepted.

**Matters arising**

**Action:**

* **MS** updated the group with the ongoing work in developing an online and paper version of the Patient Survey. Questions were asked by members about the wording of some of the questions. It appears that there are some standard worded questions that are unable to be currently changed. **MS** will update at next meeting
* Ongoing work looking at possibility of expanding information being given to patients when having blood tests including an explanation of what is being looked at and when results are available. Online test results discussed.
* **PC** to update group on the surgery Newsletter.

**NHS App.**

* Continuing work between **John Macdonald, FS, MS & KD.**
* **MS** gave an update on progress. A workshop has been arranged for Wednesday 21st for anyone interested in learning more about the App. **FT** is concerned about the number of residents that do not have access or unwilling to use any online NHS App. This important concern was discussed. **MS** pointed out that these residents are to be always considered . The more patients use the online services the more time will be available to support those who rely totally on paper versions i.e. printed scripts being used. All members’ concerns regarding access are to be looked at on a regular basis.
* Current figures show approximately 30% of UK residents use the NHS App.

**Practice Newsletter**

* No new updates on the progress from the surgery management.

**Action:**

* To be reviewed at March Meeting.

**Financial Update:**

* **SH** gave a financial update of £728.97 as at 14th February 2024.
* **JE** reported the second hand book sales are going well in the waiting room but needing more books particularly children’s.

**Feedback from morning meeting**

* **JE, PC, DRs Ward, Forrest and Izzadeen (online)** met with Duncan Baker, North Norfolk member of Parliament to look at the increasing crisis with the local community pharmacies and the Care Home being built in Sheringham.
* **DB** was well informed of both situations as he’d been having discussions with the Norfolk and Waveney Integrated Care board (ICB).
* All at the meeting voiced their ongoing great concern regarding the Community Pharmacies especially Jhoots. There has been a complete lack of response to all communications from not only the surgery team but also from some of the PPG members.
* The UK wide Community Pharmacy situation was discussed.
* The situation of the Care home was discussed and there are ongoing meetings between the ICB and the surgery. **DB** requested to be kept informed.

**Action:**

* **DB** to arrange a meeting with Mr Manjit Jhooty (CEO Jhoots Group) as soon as possible at the surgery.
* **DB** requested an invitation to come along and observe a PPG meeting to be arranged.

**Local patient transport schemes:**

* No reported feedback about the leaflet received.

**Action:**

* Ongoing monthly review at next meeting

**Practice Matters:**

**PC** gave an update on practice matters:

* 2 Secretaries are on maternity leave. A locum secretary was arranged but unfortunately she is on sick leave.
* 2 receptionists are leaving and to be replaced.
* **Dr Clark** is leaving earlier than planned due to travelling difficulties.

**Members Matters**

* **EW** wanting to brief group on her work with women and their wellbeing.
* **FT** asked whether there were going to be any more Covid and Flu boosters this year. Informed that there are currently no vaccination booster sessions in the UK. Next booster Autumn 2024.

**Action:**

* To arrange **EW** to talk at next PPG meeting in March.

**Next meeting is Wednesday 13th March 2024.**