**SHERINGHAM MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 10th April 2024**

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

 **Minutes:** Read and accepted.

**Speaker – Elizabeth White had to cancel. To be rearranged**

**Matters arising**

* **RT** fed back that she had heard of a good example where a patient had attended for a blood test recently and had been given information on what the test was for and when to get the result. Patient felt very satisfied with the appointment..
* **Duncan Baker MP** to attend the September meeting. **RT** questioned if this was not near to re-election time. He had given **JE** impression that he wanted to understand the goings on at a PPG meeting.
* **FS** pointed out that he was a little confused as to the definition of palliative Care given by Alison Brennan at her talk in March. This important topic was briefly discussed in the group to gain a greater understanding of where it is used.

**Action:**

* To rearrange **EW** to talk at a future meeting.

**NHS App:**

**MS** gave an update on progress:

* He shared with the group that he had successfully completed the online course to become a Digital Champion at the surgery. ‘Digital champion support can improve a learner’s understanding of digital technologies and their confidence and motivation to use them, and they can provide an important tool to help improve the digital literacy of our workforce and, therefore, the overall quality of care received by our patients’
* He gave an update on what is happening nationally:

34 million users of the NHS App which represents ¾ of the population

3.1 million on monthly scripts which is saving a huge amount of time in general practice

**Action:**

* More workshops are to be arranged.

**Future meetings:**

* **JE** asked the group for suggestions for future meetings including speaker, topics to be looked at. Suggestions were to have an update on information sharing between secondary and primary care.

**Action:**

* Healthwatch Norfolk and in particular Rachel Green to invite to come and update the group on the shared health care programme.

**Practice Newsletter**

* PPG to restart the Newsletter with the surgery adding a page of information.

**Action:**

* To be reviewed at May meeting.

**Financial Update:**

* **SH** gave an update on the finances which currently stand at £798.97. She is awaiting a new statement.
* **JE** reported the second hand book sales are going well in the waiting room but needing more books particularly children’s.

**Action:**

* Tesco to be approached regarding having a tombola sometime in the future.

**Feedback from meeting with Jhoots pharmacy held on Friday 5th April.**

* The meeting was attended by **Duncan Baker (MP), Paula Fraser** (Surgery Dispensary Manager), **JE, JHoots locum Pharmacist** and **Craig Sexton (Chamber of Trade). Mr Charlie Jhooty** failed to attend.
* Limited improvement since the last meeting. The retail space had been partially filled but none of the goods were priced.

**Action:**

* Follow up zoom meeting to be arranged by **DB.**

**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:

* Good news ~there will be a new GP in post soon.
* Current staff shortages are proving difficult in poor response to adverts.
* An update on the new Care Home situation. West Wood Care Home is due to open in July/August under new ownership of Artisan Care Homes. Ongoing talks with the Local Medical Committee and ICB over staffing. The Care Home is to be residential and not Nursing with 35 Low level Dementia care beds. There was discussion as to what constitutes ‘Low Level Dementia patients’.
* **FS** asked about the forthcoming Covid booster vaccinations scheduled for Saturday 20th & 27th April. **PC** pointed out these boosters were only for the over 75’s and vulnerable patients.

**Members Matters**

* **MS** asked about any updates on the funding situation for Jenna Bedwell at NNDC Community Connect. There were due to be funding cuts at the end of March 2024.
* **JE** updated the group on the Angel Pack change over which was going well.
* **FT** asked about the progress of the Menopause support group

**Action:**

* **JE** to make contact with NNDC Community Connectors.
* **JE** to contact **EW** on progress of Menopause support group.

**Next meeting is Wednesday 8th May 2024.**