**SHERINGHAM MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 8th May 2024**

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

 **Minutes:** Read and accepted.

**Speaker – Valerie Hartley from Healthwatch Norfolk**

Valerie was very new in post but she was able to give the group a clear picture of where the organisation is with several projects and in particular the Digital share health care records status.

The dissemination of the sharing of health care records appears to have gone well within the county. **JE** mentioned everyone is able to see who is sharing the records on their own online health record.

Valerie listened to thoughts from the group on the sharing of records and will feed these back to her colleagues.

**PC** asked about the reviews of the surgery given by patients and whether this was a fair reflection of what was going on. Discussed at how to change this.

**MS** gave a brief outline of his role as a Digital Champion in the practice.

**Matters arising**

* **MS** fed back that more NHS App workshops had been arranged.
* Tesco had been approached again regarding holding a tombola in the entrance. Awaiting dates and times.
* **JE** had heard from Jenna Bedwell from Commuinty Connectors with the good news that their funding had been secured for another year.

**Action:**

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

**NHS App:**

**MS** gave an update on progress:

* The two workshops had gone well with only two people attending on each. **JE** had heard from 2 of the attendees with very positive comments.
* There is to be more publicity filtered out into the community.
* Discussed within the group the feasibility of the workshops taking place within the community as well as in the surgery.
* **RT** pointed out that she and her husband are having problems with some of the navigation on the app. **MS** to meet up with them

**Action:**

* PPG to actively publicise the workshops along with John Macdonald.

**Practice Newsletter**

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

**Action:**

* To be reviewed at June 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.
* **JE** awaiting Tesco on dates for tombola.

**Feedback from meeting with Jhoots pharmacy situation.**

* Ongoing difficult situation at Jhoots Pharmacy with erratic opening times, lack of certain pharmacy products, unlabelled stocks on shelves and no signage outside.

**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 . Dr Susie Duckworth is returning to the surgery starting in September for 3 days a week. A further GP is being sought and interviews are taking place.
* Current staff shortages are being gradually filled with intensive training taking place.
* 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 a Nursing Care Home with 35 Low Level Dementia care beds. There was discussion as to what constitutes ‘Low Level Dementia patients’. This is an ongoing situation with contract being looked at.
* Three surgeries including Sheringham are to be used as pilots for supporting patients assessing their digital records. This will complement the work being done around the NHS App.
* As from 13th May the Dispensing opening hours have been changed to reflect the high work load to Monday to Friday 10am to 12 pm and again 2pm to 4 pm. E-mailing the dispensary will still be available Monday to Friday 9am to 5pm.

**Members Matters**

* **EW** reflected on her poor experience at a recent visit to Boots the Community Pharmacy. Discussed this. Unfortunately it is not a one off experience.

**Action:**

* **JE** to contact **EW** on progress of Menopause Support Group.

**Next meeting is Wednesday 12th June 2024.**