**SHERINGHAM MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 12th June 2024**

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

 **Minutes:** Read and accepted.

**Speaker – Elizabeth White – Health & Lifestyle Practitioner**

Elizabeth gave the group a very interesting look at her work as a Complimentary therapist and lifestyle coach. She works with all ages and stages of life including those living with Dementia. She has a particular interest in women’s health. There was a discussion around looking at possibly having a Menopause Support group in the surgery. Some of the members were keen to be involved.

**Action:**

* Talk with practice about a Menopause Support Group

**Matters arising**

* **EW** arranged for 12th June.
* See NHS App section for workshop dates
* Newsletter now in draft format
* **JE** had arranged a Christmas Tombola event at Tesco’s for Wednesday 18th December 2024.
* With the forthcoming election all meeting with Jhoots involving Duncan Baker have been cancelled. .

**Action:**

* **JE** to try and organise a Tombola in Sheringham High Street for sometime in August with the NHS App team being involved,

**NHS App:**

**MS** gave an update on progress:

* The workshops are going well with good numbers attending. Feedback from those attending has been very positive. Next workshop scheduled for 26th June.
* See Practice Matters for more information.

**Action:**

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

**Practice Newsletter**

* Draft summer newsletter looked at and commented upon from members.

**Action:**

* Feedback comments to **PC.**

**Financial Update:**

* **SH** gave an update on the finances which currently stand at £828.97.
* **JE** reported the second hand book sales are going well in the waiting room but needing more books particularly children’s.
* **JE** gave Wednesday 19th December as a date for a Christmas Tesco Tombola

**Action:**

* **JE** to explore the possibility of having tombola in the High Street in August. Possible sites were discussed.

**The Jhoots ongoing 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.
* **FS** reflected that he felt the service offered at Jhoots had improved.
* **JE** has had occasional chats with the current Pharmacist to ascertain if there has been any progress.

**Action:**

* To await Election outcome and approach new Member of Parliament.

**Local patient transport schemes:**

* No reported feedback about the leaflet received.

**Action:**

* Ongoing monthly review at next meeting

**Practice Matters:**

**PC** had had a Power Pointpresentation made foran update on practice matters: (attached to minutes)

1. New Website
	* **MS** has been working with surgery team to identify any areas on the new website that needed changing along the Benchmark requirements.
2. Systmone Messaging and Clinical Triage
	* New online consultation & triage platform which will give the patients the same information and signposting as if they had contacted the surgery by phone, walk-in or online.
3. Cloud based Telephony
	* It has been identified that current telephone system doesn’t meet all the requirements for the new contract.
	* There will be changes to the call waiting system with callbacks being available.
	* New Wavenet system to go live in the autumn.
4. NHS App.
	* **MS** gave an update. 43% of patients 13 and over have now signed up to the app. This does need to rise to a target of 60%.
	* Staff are using every patient contact as an opportunity to encourage patients to sign up.
5. Patient Survey
	* **MS** & **PC** have met to discuss the findings from the patient survey. Three areas identified to be improved: Appointment availability, Patient communication and call waiting list.
	* Survey to be repeated every three monts.
6. Practice Newsletter
	* Draft newsletter looked and commented back to **PC.**
7. Patient Services
	* Patients can now self refer to Muscular Skeletal (MSK) Physiotherapy services.
	* Access to Mental Health advice and support for 0-25s has changed. A new link to Just One Norfolk designed for young 11-24 in Norfolk; fyinorfolk.nhs.uk

**Actions:**

1. Review Practice Newsletter and agree to be sent out.
2. Review important information for patients’ communication and feedback.
3. To try and arrange talk from MSK Practitioner.

**Members Matters**

None received.

**Next meeting is Wednesday 10th July 2024.**