**SHERINGHAM MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 10th July 2024**

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

Peter Bullimore attended to observe.

 **Minutes:** Read and accepted.

**Matters arising**

* **PC** updated on position of possibly setting up a Women’s Health Support with **EW** leading. At present due to the room hire situation Practice unable to support any group not employed by the surgery. Talks had been going on between female GP’s and PC with an interest in setting up something. In view of PPG organising a Women’s Health Awareness event in October several local charities are going to be contacted.
* **JE** had approached Arnolds Keys Estate Agents for possibility of having table top tombola outside their premises which they were happy to go along with.
* New member of Parliament for North Norfolk – Steff Aquarone had been written to regarding the ongoing JHoots situation.
* Practice newsletter with PPG suggestions now available.

**Action:**

* Ongoing review of content for Practice Newsletter.
* Date to be confirmed for Muscular Skeletal (MSK) Practitioner talk.

**NHS App:**

**MS** gave an update on progress:

* The workshops are going well with good numbers attending. Positive feedback.
* Latest figures of patients now registered with NHS App are up from last month by 1% to 44%.
* There is going to be an NHS App group set up in the Practice.
* Members of the NHS App team will be on the WOW bus on 23rd July outside the Lighthouse Community Church next door.

**FS** mentioned that you’re able to use App outside UK unlike the surgery Systemone. **FB** asked about the numbers using the App. **MS to** relay figures at next meeting but he did point out that the App can be used by appointed people i.e. family members.

**Action:**

* **MS** to set up post September PPG meeting at 11.15am to update PPG members on the APP.

**Practice Newsletter**

* Practice Newsletter now available.

**Action:**

* PPG to keep **PC** updated on any inclusions for the September (Autumn issue)

**Financial Update:**

* **JE** gave an updated financial situation on behalf of **SH.** Funds currently stand at £838.97.
* **JE** reported the second hand book sales are going well in the waiting room but needing more books particularly children’s.
* A draft date of Saturday 17th August made for next Tombola outside Arnolds Keys Estate Agent premises.
* **PC** suggested that a new hydraulic couch needed for Dr Forrest’s consultation room.

**Action:**

* Volunteers needed for Tombola

**The Jhoots ongoing pharmacy situation.**

* **JE** had emailed the new MP for North Norfolk inviting him to join the ongoing concerned group.
* **PC** fed back that the surgery dispensary continued to have patients requesting prescriptions to go out of town for medication not being available from JHoots.
* **JE** pointed out that the promised pharmacy sign had not been installed.
* **JE** shared that Lloyd’s Direct had now been taken over by Pharmacy4u group.
* Concerns were expressed from some members about the rumours that the Boots Community Pharmacy might be part of the planned closures in the country.

**Action:**

* To await response from Steff Aquarone MP.
* To monitor ongoing concerns from public and surgery staff.

**Autumn Health Awareness event**

Group decided to hold a Women’s Health Awareness event on **26th October 2024** in the surgery.

* A list of possible local charities and organisations that might be interested in being involved was drawn up. **EW** was very keen that most of the organisations should be charities.

**Action:**

* Extra meeting booked for Wednesday 7th August to discuss progress
* **PC** to discuss event with practice team.

**Local patient transport schemes:**

* No reported feedback about the leaflet received.
* **JE** approached by resident kindly offering free transport to take anyone needing to go for a surgery or hospital appointment in Cromer or Kelling. Situation of safeguarding and indemnity insurance discussed.

**Action:**

* Ongoing monthly review at next meeting

**Practice Matters:**

**PC** updated group on the following:

1. To look at merging patient survey with Healthwatch survey and roll out on a 3 monthly basis.
2. The surgery has sought permission to transfer the phone lines between 1 to 2pm to on call service.
3. There is a problem with patients not returning the 24 hour blood pressure machines after use. Discussed in group, suggestions of having a returnable £20 deposit and some PPG members willing to go and collect machines form patient’s home.
4. The present patient referral scheme is to be transferred from back to the surgery due to costs. This will give the surgery staff more work.
5. Dr. Anna Stenberg will be working permanently every Friday and Dr Konyinsola Emeya as from September 2024.

**Actions:**

**Members Matters**

* **RT** mentioned that she has been very frustrated with the surgery website online link with blood pressure recordings. **PC** responded by mentioning that they were aware of the problem and there is going to be a change of provider from Accurx to System Connect (X-on Health Ltd). **PC** was going to get back to **RT** with further information.
* **EW** mentioned the ‘100 club’ as a way of fund raising.

**Next meeting is Wednesday 4th September 2024.**