

SHERINGHAM MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP MEETING
Wednesday 4th September 2024

Present: Janet Eastwood (Chair), Sue Cotterill, Mike Stephenson, Refiloe Joka-Serote, Elizabeth White, Roz Treadway, Cllr. Phil Bailey, Pauline Craske (Practice Manager), Gordon Hare.

Apologies: Lesley Vernon, Adrian Vernon, Paul Seaman, Freddie Stening, Sarah Childs, Susan Howard,

Samuel Hobdell – First Contact Practitioner MSK Clinical Lead, Norfolk and Waveney Community Musculoskeletal Service.

Samuel gave the group a very interesting insight into the MSK Service. *‘The service consists of highly skilled and experienced Physiotherapists who work alongside specialist podiatrists, occupational therapists, assistants and exercise professionals to provide accessible, high quality and efficient rehabilitation for NHS patients in the Norfolk and Waveney area.’*

The service offers:

- Self referral – usually assessed within 2 weeks. Face to face and telephone appointments available. Can be seen at Kelling Hospital, Cromer Hospital and Fakenham Health centre.
- Musculoskeletal/orthopaedic Assessment & triage service (MATS) -
- Health coaching.
- Able to order X-rays and refer to Secondary Care.

The service can be accessed via NHS App and ‘Airmed’

Minutes: Read and accepted.

Matters arising

- MSK Practitioner presentation arranged for today.
- Post September PPG meeting NHS App workshop arranged.
- Date arranged for Steff Aquarone MP to meet with PPG on 6th September – all PPG members welcome to attend.

NHS App:

MS gave an update on progress:

- The workshops are going well with varying numbers at each session.
- Latest figures of patients now registered with NHS App as at August is 45%. The target is 60%
- NHS App group now set up in the Practice.
- Members of the NHS App team present on the WOW bus last month.
- Update on forms available on the App

Action:

- Continuing look at publication

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 £874.07 The August tombola had not been included.
- **JE** reported the second hand book sales are going well in the waiting room but needing more books particularly children's.
- **PC** suggested that a new hydraulic couch needed for Dr Forrest's consultation room.
- Next Tombola planned for Wednesday 18th December outside Tesco's.

Action:**The Jhoots ongoing pharmacy situation.**

- PPG and surgery team still regularly receiving comments from patients. It appears that there has been very little change except for a new sign on the outside of the pharmacy.

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.
- A planning meeting was held on 14th August.
- **JE** had produced a list of possible stall holders plus contact details.

Action:

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

Local patient transport schemes:

- **EW** pointed out that the organisation Cromer Care provides transport for residents in the Cromer area.

- **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
- **JE** to contact Cromer Cares to get clarification on area they cover.
- **SC** requested that transport to James Paget Hospital at Gorleston be added.

Practice Matters:

PC gave a very well informed Power Point presentation.

Main current work:

1. **Website;** to compete the NHS England website benchmarking toolkit is to ensure the practice has a highly usable and accessible GP website for patients. Group formed including **MS** looking at website usability.
2. **System Connect:** System Connect is an online consultation and triage platform designed to streamline patient access to healthcare services. Going live on 4th November.
3. **Vaccination updates;** The Autumn vaccination programme is focusing on the Covid, flu and RSV which start on 14th September.
4. **Practice Newsletter;** **PC & MS** analysed the SMP Spring Patient survey and feedback review. Areas identified that needing improvement were; Appointment availability, Patient communication, and call waiting times.
5. **Patient Survey and Healthwatch**

Actions:

- Group requested to have copy of today's power point presentation and **PC** mentioned that she will hopefully in the future be able to send out PP presentation before the meeting.
- PPG to review GP survey results and to review Healthwatch feedback report.
- **PC** to arrange presentation of the new System Connect at the next PPG meeting. Discussed opening it up to residents but decided to allow PPG members to comment on it initially.

Members Matters

None received.

Next meeting + AGM is on Wednesday 9th October 2024.