

**Minutes of Heacham Patient Participation Group**  
**Meeting held on Thursday 11/01/2024 at 18.30 at Heacham Surgery**

**Apologies:** Esme Corner

**Present:** Jilly Cookson (JC) Chair , Jean Skeen (JS) Vice Chair , Kathryn Craig (KC) Steven Lloyd (SL), Kevin Males (KM), Debbie Crown (DC), Colin Toule (CT), Anne Davis (AD), Mike Press (MP) and Dr Eugenia Clitheroe (DrC).

**Welcome.**

JC opened the meeting and wished all a Happy New Year, She welcomed two new persons who had contacted the group by email interested to join. Namely **CT and KM and proposed they be co-opted into the group**. All accepted. Martin Chomistek and Jane Floodgate have resigned from the group. MP also wished to attend as a guest and would consider whether or not he would to join us. He has a long history with Heacham PPG, a number of resources we might like to make use of and is willing to support the group.

**Practice update presented by SL .**

He pointed out that the practice was in a period of consolidation and awaiting their next CQC visit. There have been some delays with re-inspections in the County so it may be that expected visit is delayed. Due to changes that have occurred to the inspection process it is also likely it will be a more remote process in future. The action plan from their last visit had been completed and there had been good feedback from patients through Family and Friend Test feedback and online reviews. It is reported that the surgery is doing well adhering to best practice in medication monitoring. He was unable to give us figures on those who Did Not Attend booked appointments at present. The surgery is contacting patients via AccurX with available appointments for some services to encourage uptake and participation e.g in Cervical screening, Vaccinations, Asthma care in the hope this will also to reduce telephone calls. With additional appointments they have met targets for cervical screening in both the 24-49 and 50-64 cohorts in the Quality and Outcomes Framework.

Dr Wilson has now joined the practice as a GP, having previously been a Registrar at the practice, covering 6 sessions per week equating to 3 days reducing pressure which should enable the development of a pre booking service to see a Dr rather than only on the day appointments being available.

The photo board of the team is not yet completed and not seen as a priority in their To Do list. This was seen of benefit for patients and the Practice so members of the PPG suggested they could help with this as it has been on the programme for some time. **KM offered to help with taking and printing photos of staff members and KC and JS suggested if help is need to construct the display ,** (which would need to be laminated), they were willing to help doing this.

**Email Update**

JC advised all that due to a small number of confidential information data breaches, the email address had had to change. These emails were dealt with appropriately and in line with NHS process by JC. The new email address is now ppgheacham.surgery@nhs.net. It is hoped this has solved the problem which will be reviewed at next meeting.

**AGM feedback**

It is clear that better communication is needed about our role within the practice. MP drew our attention to PPG guidelines available in online and hard copy. It was felt we could beef up our input online and adding a mission statement and FAQ's were thought useful among members. This would hope to provide patients with who to approach and prevent them sending us emails intended for medical personnel. SL and DR C commented on behalf of the practice that they do not want to attend AGM's to be put under pressure with questions from the floor and would like that future

involvement at the AGM be reviewed . **JC asked that all present review the wording on our PPG content and feedback to her suggestions re mission statement and FAQs** . It is hoped that health watch will come to Snettisham surgery to canvass patients and PPG members again should take part in order that we could do our own surveys in future for **J.C will liaise with Angela at Healthwatch for available dates and circulate for members to volunteer**. AD helped out last visit but the more who observe methods the better. SL advised that Snettisham surgery is closed in the afternoon on Tuesday and Friday.

#### **Suggested roles.**

**DC offered to be Secretary and was duly accepted.** JC proposed we had a comms officer and discussions were made re using the Heacham Magazine and Snettisham Newsletter as likely to be read by many and would not involve costs. Preparing a Group newsletter is time consuming and could only be practical perhaps 6 monthly with inherent costs which would have to be met from the Practice Amenity Fund.

Event officer: MP had suggested having Speakers at meetings and this too was discussed as viable. He advised that many people would be willing to present to a patient group eg RNIB , Diabetes UK. He would support any member taking on this role. It was agreed that this would fit with improving communication and perhaps better attended if held in the afternoon at the meeting room in Heacham surgery which is at present underused. **KC has agreed to take on this role and will gain support for developing a programme with MP.**

#### **Meeting Dates**

The committee agreed to continue with quarterly meetings and dates proposed and agreed for 2024 are as follows:

**Tuesday 30th April, Wednesday 31st July and Thursday 24th October (? AGM).**

#### **A.O.B**

The valid issue of visiting other PPGs to see how they operate was raised by **AD who also offered to go along to local groups and report back** . JC asked if all can feedback thoughts on Mission Statement /ethos and FAQs for the website so we can draft it for the next meeting.

Meeting closed at 19.42.

**Addendum** since this meeting we have heard from the Surgery that after a discussion they **do not wish** to proceed with the photo board wanting it to only include names and designations. As a consequence we no longer need to support them in producing this.