

Minutes of a meeting of
HEACHAM GROUP PRACTICE PATIENTS' PARTICIPATION GROUP
held on Thursday 26 January 2023 at 6.30 p.m.

Present: Avril Almey, Bob Carrick, Martin Chomistek, Jilly Cookson, Anne Davis, Jane Floodgate, Eric Langford, Dr L. Motwani, Eric Rhodes, Jean Skeen & Margaret Thorne

AGENDA

1. Apologies
2. Minutes of last meeting – Matters arising
- Action Plan
3. Chairman's Report
4. Public Meeting of 18 January 2023
5. Finances Practice Account
Amenity Fund
Fund-raising
6. Practice update
7. Healthwatch PPG Forum
8. Dates of 2023 public meeting
9. Any other business

1. Apologies were received from Esmé Corner, Debbie Crown, Christina Ford and Steve Lloyd
2. It was agreed that the minutes of the meeting of 13 December were a true record of that meeting. Any matters arising were dealt with elsewhere on the agenda.
3. Bob Carrick, chairman, was able to give a breakdown of patient numbers in the villages served by the practice:

Heacham	4335
Snettisham	2524
Sedgeford	824
Ringstead	126
Fring	8
Other	117

Dr Motwani explained that those patients not 'allied' to a village could be second home owners, long-term caravan dwellers, family members on an extended stay etc. There are holidaymakers who visit the surgery attempting to sort out their health problems whilst they have holiday time!

The Footfall website is to be replaced with new system active from 2nd May; the format should be an improvement and there will be a PPG section accessible by the committee. The PPG may well have an active role in providing 'tuition' on its use and the next public meeting might well be a good time to introduce the site to those attending.

The chairman has met with Patricia Hewitt, currently the chair of NHS Norfolk and Waveney Integrated Care Board (ICB) and hopes to develop a PPG connection

ACTION

HGP

BC

within the Integrated Care System (ICS). Jilly Cookson thought this might be over optimistic!

It still remains unclear whether the classroom at the Heacham surgery and the waiting room at Snettisham could be made available for PPG use or whether the Practice insurance dictates the need for staff to be present in the building or risk assessments to be carried out.

It was confirmed that there was no Government funding available to offset the cost of new flooring at Snettisham, badly worn by the numbers attending the vaccination clinics but the Amenity Fund will partly fund replacement floor covering.

4. An attendance of eighty was below the actual number of those present at the Public meeting but not everyone had signed the attendance sheet and, unfortunately, some email addresses were illegible and could not therefore be added to the list of friends for future mailings. The CQC report came too late to be included in the newsletter and there was still no news concerning the hospital building to add.

Eric Langford explained that a simple home-produced poster had been distributed around the villages and sites noted to ensure that they were removed after the Meeting. Eric Rhodes said that 26 posters had been displayed around Heacham with copies posted on village and PPG Facebook sites and information given to Hunstanton U3A, Heacham Wives' and Heacham Flower Group for announcements to be made at their respective monthly meetings. Eric Langford had also had a piece before and after the meeting printed in 'Your Local Paper' and will do this in future.

Jilly Cookson suggested that it would be valuable to include a post code on future posters to aid those to whom the venues are unknown. Also, for health and safety reasons, all exits should be identified at the beginning of the meeting. A better system of microphone use should also be better organised. The prize draw had been a pleasant surprise to most and could be repeated – perhaps with a prize sought from a business local to the venue of the meeting.

A comment not made at the meeting concerned the fact that there is only one permanent male G.P. in the Heacham Group Practice and could have an adverse effect on men seeking medical help. Dr Motwani said this was a national problem but there was some evidence that more young male doctors were being trained.

5. In attempting to sort out a PPG account, the chairman explained that the best option appeared to be – with the Practice's agreement - using its account directly. A budget will have to be prepared and an account prepared for an A.G.M. The chairman has met with the trustees of the Amenity Fund. Some money from the previous PPG is held within the Amenity Fund and it has been agreed that the Fund will pay £500 for the production of the newsletter and may agree to fund other PPG costs for the first year subject to a budget being produced. Bob Carrick suggested that £1000 will have been spent by the end of the year.

Eric Langford queried the need for a PPG to find its own funding when it is a statutory requirement for all practices within the NHS to have a PPG. This query is to be forwarded to the National Association for Patient Participation. A number of options for fund-raising are being explored and, once the account situation is confirmed,

L.W.

E.L.

support is likely from Borough Counsellors for Heacham and Snettisham Wards and the Heacham Youth and Community Charity Fund. Avril Almey added the suggestion that Parish Councils should also be approached.

An 'official' letterhead will be needed to give authority to any request for funding or sponsorship. It was suggested that an adapted form of the practice heading be used. Anne Davis suggested the inclusion of the stethoscope logo as used on the posters.

E.L.
E.R.

There was further discussion on fund-raising and use of the surgeries as venues for PPG 'events' – not necessarily for fund-raising. Dr Motwani recalled the pre-Covid success of fund-raising from the sale of second-hand books (*although this would have been for the Amenity Fund*).

6. The chairman's Action Plan distributed prior to the meeting included the need to be able to access the discrete PPG email address.

B.C.

The board with photographs of the practice staff has still not been displayed and Dr Motwani noted this but it was a general feeling that it was unfair on the G.P.s to have additional responsibilities. Ideally, members of the administrative staff should be involved with the PPG and attend meetings. It would also be of value for a member/ members of The PPG to attend parts of staff meetings of a non-confidential nature.

L.W.

Steve Lloyd was unable to attend the meeting but sent an email which the chairman was pleased to read – particularly the closing sentences: "I would like to thank members of the PPG for their ongoing support and commitment to improving the surgery for all users. I would also echo the kind words offered by several participants at the public event around the commitment of the doctors and the rest of the Practice team."

7. The Healthwatch team are keen to hold a local PPG forum about digital access to the NHS app and the Norfolk and Waveney shared care record but until more specific details of possible dates, timing and venue, it is difficult for some to commit to volunteering to participate.

8. Dates of future meetings had been circulated beforehand (with a reduction in committee meetings):

Committee:	14 March	2 May	20 June	1 August	26 September
	31 October	5 December			(at 6.30 p.m.)
Public:	19 April	19 July	18 October		(at 7.00 p.m.)

A venue needs to be booked for the next public meeting as a matter of some urgency and Eric Langford will check the capacity, suitability and availability of Snettisham Memorial Hall. The alternative will be to use St Mary's, Heacham again, if available.

E.L.

There was some discussion about the distribution of the newsletter. Margaret Thorne had explored the possibility of inclusion with the village newsletter which is delivered to every household and noted that not all residents have access to the internet. The cost implications of producing the number of newsletters required would seem to make this impractical. Promotion of PPG meetings with limited wording could be included in the newsletter. There was also discussion on the advisability of alternating the venues to cover the larger villages. Given the numbers attending the public meetings in September and January there were clearly constraints – size, car parking availability and a sound system. It was agreed that St Mary's Church, Heacham had

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been an ideal venue with helpful 'staff'. The hall at Sedgeford is another possibility although parking on grass could be a problem except in summer.

Bob Carrick remarked on adverse, negative comments on the Facebook page about the PPG committee including personal references. He has prepared an informative/explanatory input for the Facebook site. Eric Rhodes, as secretary, planned to post a statement about the distribution of minutes following the public statement.

Dr Motwani clarified the situation regarding the appointment a full-time pharmacist at Boots, Heacham. Boots have appointed a pharmacist but he will not be full-time at Heacham but will also serve Dersingham.

B.C.

E.R.