

Patient Participation Group (PPG)

The PPG was re-formed in June 2022 to enhance communications between the practice and patients and to promote health education and topics of interest. Achievements so far are as follows:

- A committee has been formed which meets monthly with the following structure:
 - Chairman and Treasurer — Bob Carrick
 - Secretary—Eric Rhodes
 - Publicity and Fund Raising—Eric Langford
 - IT issues—Jilly Cookson

Of course any patient is most welcome to attend the monthly meeting as long as s/he gives notice in advance.

- Our first public meeting was held in September attended by 90+ patients. The next meeting is scheduled for **Wednesday 18th January at 7pm at Heacham Parish Church**
- We have set up our own facebook page ; Heacham Group Practice Patient Participation Group which currently has 146 patients. Do feel free to join.
- We have set up regular meetings with the Practice and are currently working with them to up date the website and ensure that all information is up to date. We are also creating a space to store all PPG minutes etc and other useful information.
- We have set up a sub group to look at ways of raising money to fund the administrative costs of running a PPG.
- We have also met with other PPGs to share good practice.

Heacham Group Practice

Newsletter—January 2023

Covering Heacham, Snettisham and surrounding villages

Issue 2023/01

Practices at Heacham and Snettisham.

Contact Number for both surgeries; 01485 572769

www.heachamgrouppractice.org

[Next Public Meeting: Wednesday 18th Jan—7pm.](#)
[Heacham Parish Church](#)

CQC Update

The practice continues to wait for the final report from the CQC who made their second visit in November 2022. The CQC were happy with the progress made which was a reflection on the incredibly hard work carried out by the entire practice team.

The final report , which hopefully will move the practice away from “inadequate” to a higher grade is expected imminently.

Practice Notice Boards: It has been agreed the practices will have a new notice board in each surgery which will show pictures of the clinical team and their areas of responsibility.

It is anticipated that the new notice boards will be operational early in the new year.

Heacham Group Practice

Doctors: Adrian Clifton, Hannah Terry, Emily Waits, Lata Motwani, Evgenia Clitheroe

NEW: To make it easier for patients to contact the practice by telephone, a new system has been ordered.. Unfortunately, there have been teething problems with the new system which is being partially funded by the Integrated Care Board — the central commissioning organisation. More news is expected in January.

We are delighted to announce that the following new staff have been appointed:

- Our new Nurse Practitioner is Alexandra Harcourt. She is seeing patients at both Heacham and Snettisham.

We also have two new reception staff starting in January.

Heacham Group Practice Website

Patients can use the practice website (www.heachamgrouppractice.org) to contact the practice or to find out information. If you are using the website for the first time, it is strongly recommended that you take the “website tour” by clicking the button at the top of the page.

There follows an example of how to book an appointment (**during working hours only**) using the HGP web site

- Go on to the website and click on “appointments”
- Click on “routine appointments” which will include blood pressure tests, cervical screening etc
- You then have to fill in a form giving personal details, what your appointment is for and ways the surgery can contact you. The form is then submitted.
- If you have chosen to be contacted by text, you will receive an immediate acknowledgement by text and then a date for an appointment.
- Do give it a try.

Primary Care Networks:

Since the NHS was created in 1948, the population has grown and people are living longer. Many people are living with long term conditions such as diabetes and heart disease or suffer with mental health issues and may need to access their local health services more often.

To meet these needs, GP practices are working together with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in groups of practices known as primary care networks (PCNs). PCNs build on existing primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home.

The Heacham Group Practice is a part of the Coastal PCN which includes the following practices; The Burnhams Surgery; Grimston Medical Centre; Massingham and Docking and Vida—some 35,000 patients.

The PCN employs paramedics, pharmacists, social prescribers, health and wellbeing coaches, physiotherapists and a mental health practitioner. These staff are shared across the network and patients may be offered appointments with them where appropriate.