

Minutes of Heacham Patient Participation Group meeting

Tuesday 30th April 2024 6.30pm, held at Heacham Surgery

Present: Jilly Cookson (JC) Chair, Debbie Crown (DC), Mike Press (MP), Anne Davis (AD), Esme Corner (EC), Glennis Dann (GD), Steve Lloyd (SL), Kevin Males (KM), Dr Motwani (DrM), Steve Lloyd (SL).

Apologies/not present: Kathryn Craig, Jean Skeen, Colin Toule.

Welcome:

JC opened the meeting and welcomed guest Andrew Nicoll.

JC Currently has problems accessing Heacham PPG emails. **JC to investigate ways to improve access with SL**

Minutes from the last meeting:

All agreed

Guest

JC Welcomed Andrew Nicoll. Chair and Trustee of Heacham Group Practice Amenity Fund. Andrew gave an overview of the purpose of HGPAF. They are open for ideas to allocate resources to all sections of the community to help support improve the health of the community. Recent support has been given to a local Bereavement group, and to Scallywags Playgroup. They purchased new health check machines for both surgeries. All ideas are considered.

They are seeking additional members to join the group there are 4 meetings a year. Trustees have an important responsibility to spend the money carefully and ensure it's relevant. There is a section on the HGP practice website with how to get in touch. They welcome ideas and knowledge from PPG group

AD said they have been pro-active, contacting local groups and asking about their needs.

JC suggested HGPAF fund local allotments for period of time, to support mental and or physical health

Andrew thanked all for input.

Practice update: SL

Appointments missed known as Did Not Attend (DNA) are typically 120-130 per month, a small proportion of overall appointments are with Doctors. Feb 15, Mar 16, Apr 10, which is approx 1/3-1/2 a day of GP time lost per month. These are often on the day appointments.

AD Said other surgeries have different ways of communicating appointments.

AD and MP suggested a text to remind patients of upcoming appointments like other medical appointments such as Hospital, Dentist, Opticians. SL reported the system is hard to navigate to make this happen, however, **SL said that's on the list to do as it would be great to get set up.**

DrM reported that she had 3 appointments today which were DNA appointments from yesterday, which generates 'extra' appointments. **SL to look at clinics where they are particularly affected.**

GD suggested using letters as a way of communication rather than relying on technology, as not all patients have access to technology.

JC asked for a breakdown of demographic of patients who regularly DNA. SL will find out then the PPG will see what they can do to support the practice. **SL Action by 30.5.24 for the group to consider ready for the next meeting in July.**

EC suggested displaying DNA stats in surgery, other surgeries find this very useful. SL and DrM think this would be a good idea. **SL will put in place.**

A member of the nursing team is moving on. The practice will review the post to ensure that patient needs are reflected in the new position.

MP asked whether you're looking at e-consulting, DrM and SL said with the 'Livi' service patients have reported mixed reviews.

Feedback of Health Watch Norfolk visit to Snettisham Surgery

KH gave an update. Health Watch Norfolk visited Snettisham Surgery in April. Two representatives were there for 90 mins, spoke to 11 people, 9 stopped to talk, 3 clinicians were in that day. SL had no notification of their visit. Average rating was 4.3 out of 5.

2 things of note

1. Patients often weren't sure if the appointment was at Heacham or Snettisham surgery.
2. Patients didn't always have an appointment in their home village, travelling isn't easy for everyone.

SL will check why the above happens

GD asked the Dr ratio to population regarding Snettisham. SL said there's always a Dr, Nurse and HCA there when open.

GD asked when can we start booking to see a Dr in advance rather than on the day. SL said it's just finding the balance as it must be easier for the GP and patients. Since Dr Wilson was taken on as a salary GP there is more capacity. **SL will aim to have an answer by next meeting July 24**

There was praise for the reception team and practice dispensary team.

SL reported the Friends and Family feedback is very good, and that the GP Patient Survey results due summer 2024.

Practice training sessions

SL gave an update regarding a meeting with Kathryn.

Practice Training sessions would be a resource for patients, held in the school room at Heacham surgery. Looking into starting off with a session with West Norfolk Carers and a session on Diabetes, in the process of contacting groups who can visit.

The Practice and PPG will facilitate – the experts will make a difference to the community. Practice will support with their team eg diabetic nurse at diabetic session.

The surgery may contact patients directly. A booking system may be required as the room has limited space. There was discussion around communicating information on these events through our parish newsletters.

AD suggested contacting the HGP amenity fund to help with refreshments.

SL asked for further ideas, suggestions were; Dementia support and Pre-Diabetic. It was suggested Saturday mornings as well as weekdays for events to reach a wider audience.

AOB

JC to look at 'Heacham PPG Constitution' for the next meeting

AD raised that a local pharmacy have mentioned that they aren't getting many people using service for '7 common conditions', DrM said patients use pharmacy on a weekend but during the week still contact GP first.

AD has made enquiries about visiting other PPG's in West Norfolk, but unable to visit any as yet. **EC will pass on contact details to AD.**

Meeting closed at 8.13pm

Date of next meeting 31st July 2024 6.30pm