

**Minutes of Heacham Patient Participation Group meeting
Wednesday 31st July 2024 6.30pm, held at Heacham Surgery**

Present:

Jilly Cookson (JC) Chair, Debbie Crown (DC), Mike Press (MP), Kathryn Craig (KC), Anne Davis (AD), Glennis Dann (GD), Steve Lloyd (SL)

Apologies:

Kevin Males (KM), GP

Welcome:

Welcome to all from Jilly.

Practice update:

SL we don't have a GP here tonight as we have a GP partner temporarily away at the moment. We are arranging GP cover with Locum, Partners and Salaried Doctors. As staff vacancies arise, we've been able to recruit to fill vacancies easily by advertising. Staff are currently helping out covering annual leave.

Flu/covid season is coming soon. Awaiting guidance regarding 2024 seasons as this may be different to 2023, with possible vaccination programme starting October 2024.

GP Patient Survey. Every year a national survey takes place with a sample of patients from every GP practice, the results get published in the summertime. This year there has been a change to some of the questions in the survey.

SL is pleased to report that there appears to be an overall improvement in the results for HGP this year. Many questions in this survey show HGP is now above national and local level.

For example, one question asked % of patients who find it easy to get through on the phone. The % of this result has improved from last year. The CQC look at the results from these annual surveys.

Progress has been made with planning 'booking ahead' appointments with GP's, although there is still more work to do. SL will update at the next meeting after consulting with GP partners.

There is a requirement for practices to collect patient feedback regularly. NHS Friends and family test is a way to gain feedback from patients. The results are submitted to the NHS. Most feedback is good or very good. There is a free text section, and it's nice to receive feedback for individual staff. Good to offer a paper feedback form, as an alternative option to online systems.

Very few complaints are received. When these do occur, HGP try make contact to resolve the complaint as the first step. Any learning is then taken to the team meeting.

MP said QEH text patients for appointment reminders and for NHS Friends and Family test. SL reported this not yet setup within HGP but planning to have this text service running later in the year.

DNA - Did Not Attend appointments

June 2024 there were 95 missed appointments; of these 7 were for GP, and 52 were for nurse / nurse practitioner.

Looking at the demographics, there is no particular pattern showing in the data. SL said they display DNA data on a poster in surgery. It was suggested to maybe put a cost of missed appointments on the poster also.

(Patient Information Sessions)

These will be drop-in format, alongside some individual patient invites. SL met with Sue from West Norfolk Carers, and there is a plan to go live in August with a launch event possibly in the classroom & waiting area at Heacham. Then a regular monthly session, there are thoughts around 2 months at Heacham, then 1 month at Snettisham being the ideal. There is no date as yet, but possibly during the last week of August.

SL sent a message to AgeUK to see if that's something they would also like to do.

KC asked about using PPG email for contacting potential groups and wondered if any support available from surgery, for example creating a poster advertising these events. JC and KC be in touch regarding email access.

Vice-Chair vacancy:

JC reported that Jean Skeen has resigned, there is now a vacancy for a vice-chair, this item will be put on the agenda for the next meeting. If anyone is interested in finding out more about this role then please contact Jilly.

Patient Information Sessions: See practice update above for details on this too.

Jilly to arrange for Kathryn to have email access. HGP to identify further groups that need support.

AOB:

JC asked questions from committee to HGP -

What is it that that HGP surgery want from us? How can we help communicate information out to the patients? What can we do to support HGP? What are we improving by meeting here? What information do patients need to know? What do we need to communicate out and better?

SL asked, what is it you want to do as a PPG? It's useful have a group looking at overall patient issues, rather than operational issues.

There was discussion around these questions for clarity from HGP and PPG. For example, the photo board never happened, which would support the patients.

JC asked SL if he can discuss the questions asked above with the GP Partners.
SL stated that the PPG needs to be self-sufficient, there is still a lot more work to do but have come along way.

There was input around how the role of a PPG varies at different practices.

JC concluded that health is a difficult subject, that's why we are all here.

AD gave details to KC of an organisation called Compassionate Communities, for possible future Patient Information Sessions.

MP QEH brief update

The new Diagnostic Assessment Centre to be called Community Assessment Centre.
New End of life ward to open in autumn.

Date of next meeting:

Thursday 24th October 6.30pm

Thursday 14th Nov, a potential date for the AGM 6.30pm