

**SHERINGHAM MEDICAL PRACTICE**  
**PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 5<sup>th</sup> March 2025**

**Present:** Janet Eastwood (Chair), Sue Cotterill (Treasurer), Mike Stephenson, Roz Treadway, Katie Platt, Freddie Stening, Refiloe Joka-Serote, Paula Fraser (Dispensary Manager), Emma Clarke (part) (Practice Organisational Manager)

**Apologies:** Pauline Craske (Practice Manager) Elizabeth White, Gordon Hare, Lesley Vernon, Adrian Vernon, Felicity Tomlinson, Sarah Childs,

**Katie Platt was welcomed as a new member**

**John Higgins, Clinical Pharmacist, Sheringham Surgery**

John gave a very interesting account of his background of 9 years as a Pharmacist before joining the surgery last month. He previously worked in Norwich before North Norfolk.

In his full time role in the surgery he is able to see patients on a one to one basis by appointment or as a telephone consultation giving support on their medication. Being a prescriber he is able to alter/introduce medication as needed.

He works very closely with the Dispensary and community pharmacies.

- Chronic disease medication reviews are undertaken with patients on a regular basis.
- Monitoring patient discharge medication from hospital

**RT** asked about medication wastage and what can be done to reduce it, **JH** explained the problem was national and all the staff work on trying to educate some patients where needed.

**Action:**

- The PPG to highlight the valuable role to residents when needed.

**Minutes:** Read and agreed.

**Matters arising:**

- Surgery team looking at training for staff in handling deaf patients and their special needs.

**NHS App**

- **MS** gave an update on the progress of the workshops which remain well attended.
- A rise of 1% to 56% of patients now using the app.

- The dashboard shows that there had been 9,200 log ins in February
- There are big updates to the App expected in March including the Norfolk & Norwich Hospital Trust introducing more departments to become available on the App.
- **MS** is going to attend a conference at the Norfolk Showground on 7<sup>th</sup> May.
- Weybourne Village Hall is starting a new initiative called 'Tea and Tech' starting 19<sup>th</sup> March which MS hopes to attend.

**Action:**

- To continue to provide valuable workshops to local residents

**Finances:**

- The ongoing frustrating situation of not being able to transfer the NatWest account continues. **SC & JE** visited the Cromer branch this week and was told they couldn't do anything!
- Finances stand at £1,301.77p

**Action:**

- Continue to get account sorted.
- To look at having an Easter Tombola

**Update on Community Pharmacies**

**Paula Fraser** (Dispensary Manager) gave a very comprehensive update on the current situation on the community pharmacies.

- Boots has shown to have improved with reduced waiting times and they have set up a SMS medication reminder system.
- JHoots closure of 7 to 10 days recently had a huge impact on the surgery with no explanation given. Repeat medication slips have been stopped yet again which has been causing anxiety to some patients. Paula would like the PPG to report back to her on a weekly basis any problems that occur. The surgery has sent in another formal letter with their concerns to the Norfolk and Waveney Integrated Care Board (ICB).

**Action:**

- PPG to contact the ICB with their concerns regarding JHoots.
- To monitor situation

**Practice Newsletter**

- Practice Newsletter available.

**Action:**

- To postpone while new initiatives/projects are being developed.

#### **Local patient transport schemes:**

- Updated local transport schemes leaflet now available.

#### **Action:**

- Ongoing monthly review at next meeting

#### **Practice Matters:**

**Emma Clarke** gave an update on surgery matters:

1. **Spring Covid booster sessions**, planned for Wednesday 9<sup>th</sup> and 16<sup>th</sup> April all day for the over 75's and vulnerable patients.
2. **Surgery lunchtime closures**, from 1 to 2pm very day have been approved by the ICB in order for the staff to have a break.
3. **Practice team annual away day** planned for 30<sup>th</sup> April
4. **Staff training** in conflict management planned for all staff.

#### **Members Matters**

- **JE** reminded members of the next North Norfolk PPG Consortium meeting that is planned for Friday 28<sup>th</sup> March at 10am.
- **JE** gave a brief overview on the consultation that is taking place into the closures of several walk-in centres, changes to GP out of hours service and cuts to some Adult Services. There are many ways to share our views including an open meeting planned for Thursday 27<sup>th</sup> March 10-1pm at the Sheringham Salvation Army Hall. **JE** encouraged members to attend.

**Next meeting Tuesday 8<sup>th</sup> April 2025**