

SHERINGHAM MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP MEETING
Wednesday 5th February 2025

Present: Janet Eastwood (Chair), Sue Cotterill (Treasurer), Pauline Craske (Practice Manager), Mike Stephenson, Felicity Tomlinson, Adrian Vernon,

Apologies: Elizabeth White, Gordon Hare, Freddie Stening, Roz Treadway, Lesley Vernon

Rebecca Whiting-Woodhouse and her interpreter – Advocate for the Royal Association for Deaf people (RAD)

Rebecca through her interpreter gave a very interesting talk on her role as a advocate with RAD. Her role includes helping with

- Health complaints, Independent Care Act Advocacy (ICAA), Independent Mental Capacity Advocacy (IMCA), Relevant Person representation, benefits, housing and transport needs and training needs

A question was asked as to how the PPG can support her role.

Action:

- To advertise RAD's posters in the surgery
- The surgery to share with the practice staff and discuss with RAD to provide training.
- To look at developing sessions on the NHS app for deaf residents.

Minutes: Read and agreed.

Matters arising:

- To postpone the open meeting and look at developing a FAQ's page on the website

NHS App

- **MS** gave an update on the progress of the workshops which remain well attended.
- A rise of 1% to 55% of patients now using the app.
- The dashboard shows that there has been an increase of 4% now using the repeat prescription element.

Action:

- To continue to provide workshops for local residents.
- Look at going into local groups such the local churches, schools, the leisure centre. **MS** has identified groups such as young mums.

Finances:

- **SC** reported that the latest balance of funds held by Natwest stands at £1,109.97.

PPG website entry.

- **PC** has been in discussion with **MS** looking at possible changes to the information on the website.

Action:

- **JE** to meet up with **PC** and **MS**

Practice Newsletter

- Practice Newsletter available.

Action:

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

Financial update

- **SC** reported that new online bank with Nat West has been troublesome with confusing emails from the bank.
- Latest known finances stand at £1,108.97 but does not include book money sales paid in recently.

Action:

- **SC** and **JE** to complete the online banking situation asap.

The Jhoots ongoing pharmacy situation.

- Ongoing concerns from PPG members and surgery staff continue to be received. But it does appear that there are fewer complaints of late dispensing.

Action:

- To continue to monitor ongoing concerns from public and surgery staff.

Local patient transport schemes:

- Updated local transport schemes leaflet now available.

Action:

- Ongoing monthly review at next meeting

Practice Matters:

PC gave a very informative power point presentation:

1. **Reforming elective care plan.** There is a new NHS and Government plan of a goal to meet the 18-week referral to treatment standard by March 2029. Progress so far: NHS delivering more elective care than ever, Two-year waits almost eliminated and 18-month waits reduced by 96%. Primary Care is going to be supported financially to be able to make more direct referrals for tests & checks
2. **Change UK** which is an NHS consultation looking at helping shape the future of the NHS is asking PPG's to send in their thoughts. **JE** mentioned that the group had been approached by a PPG online community group to give our recommendations
3. **Patient survey.** With the introduction of the online consultation service in November 2024, a patient survey has been produced. It will be sent only to patients who have used SystmConnect to ensure feedback is based on real experiences.
4. **Interactive patient screen.** To improve communication and enhance patient experience, we are introducing two new interactive Patient Information Points in the waiting room! It will have interactive buttons where patients can access important information. The group discussed subjects for the interactive sections.
5. **Automated new registrations.** The practice is moving to automated registrations for new patients. New patients will be able to register anytime and get online much more quickly.
6. **Practice objectives:** Following feedback from the Spring Patient Survey, we identified key areas for improvement and have taken action in the following areas: Appointment availability, patient communication and call waiting time
7. **Patient feedback summary.** Recent complaints were discussed and what had been put in place to learn from along with a selection of positive comments received.

Action:

- **JE** to distribute a draft response to Change UK

Members Matters

None received

Next meeting Wednesday 5th March 2025

