

SHERINGHAM MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP MEETING

Wednesday 3rd September 2025

Present: Janet Eastwood (Chair), Sue Cotterill (Treasurer), Roz Treadway, Refiloe Joka-Serote, Felicity Tomlinson, Sarah Free, Pauline Craske (PM, part), Gordon Hare, Freddie Stening, Bob Sander, Paul Newman, Kate Platt

Apologies: Lesley Vernon, Adrian Vernon, Pam Rickett, Sarah Childs, Mike Stephenson

Minutes: Read and agreed.

Talk by Lyndsay Gosling, Senior Project Leader for MacMillan Cancer Support

Lyndsay gave an interesting talk on her current project work with Sheringham Surgery on 'Improving the Cancer journey' for patients.

She highlighted one of the main problems: people affected by cancer do not have consistent access to the practical, emotional and physical support they need to progress their treatment and avoid additional crises. The people who are most severely impacted by this are the people with the greatest need.

- So far it has been identified that: Patient feedback indicates inconsistency in patients' experience of cancer care at a practice level.
- A small number of patients have reported that the 3-month GP review is missed or unhelpful. The Cancer Care Review, once part of the Quality and Outcomes Framework (QOF), has been removed,
- The practice stays committed to: High-quality care, Holistic support and Effective signposting
- PPG to be kept updated on project.

Matters arising from 9th July minutes

1. **JE** hadn't yet approached Henry Howard on a bench plaque.

NHS App

JE gave update on behalf of **MS**

- The NHS has now launched a new reporting dashboard for the NHS App, This should give more information about app usage. The change has been favourable to SMP.

- 57% of patients now registered with the App.
- The workshops remain well attended.

October AGM

The date clashes with a series of Autumn Flu and Covid vaccinations. To be postponed until November meeting.

North Norfolk PPG's network

- PPG workshop planned for 21st November 2025 with possible venue in Bawdeswell.

Finances:

- **SC** gave an update on the Finances which stand at £1,543.56p
- Tombola was successful outside Keys Estate Agents.

Update on Community Pharmacies

- Jhoots Pharmacy remains a concern but no new updates.
- Good feedback from patients regarding good service from Boots

Practice Matters:

PC gave a very comprehensive update on numerous items of interest.

Copy attached.

Members matters:

- **FS** asked about the apparent situation of lack of urine specimen bottles being available. **PC** gave a comprehensive reply that the surgery is only allocated a certain number of bottles which falls short of what is needed,

Next meeting Wednesday 8th October 2025