

PPG Meeting Minutes Thursday 4th October 2024

PPG members present: Margaret Marshall (MM) (Chairperson)
Jenny Hartman (JH) Vish Moorut (VM)
Susan Thompson-Craig (ST-C) Philip Edge (PE)
David Pryce-Evans (DP-E) Gillian Pryce-Evans (GP-E)
Sharon Ford (SF) Peter Woods (PW)

Practice staff members present: Mr. Charlie McDowell (CM) Practice Manager
Rebecca Leech (RL) Assistant Practice Manager

Apologies received from: Sarah Gosling Diane Donnelly

Minutes of Previous meeting:

The minutes from the previous PPG meeting were approved without any requested amendments.

Update from the Chair:

Maggie shared some positive feedback witnessed in the waiting room at Kenninghall yesterday. Clinician was running late, affected patients in the waiting room where kept informed of progress which diffused any possible grumblings over wait times which were clearly simmering below the surface.

CM also shared that he was called down to see a patient, expecting a complaint and tried to move them to a private area. This offer was refused and instead the patient wished to compliment the Practice and in particular the GP who had recently seen and referred him on a 2 ww. Cancer diagnosed and picked up very early and the prognosis was very good due to the pro-active approach by the Practice – wanted everyone in the waiting room to hear. Obviously excellent news all round.

In a similar vein, CM reported that he was auditing the feedback received from patients via (Accurx) text messages and general feedback is much improved and he regularly shares this with staff where they have received a mention– good morale booster.

Review of PPG Constitution:

MM – All those present at the last meeting were given a copy of the Constitution to read, copies circulated to anyone who was not. Discussed and agreed to accept the Constitution as is; important to have the ground rules set.

GP Provision:

CM – since we last met Dr. Natalija Staliuniene is now fully embedded and working 8 sessions (4 days/week) and from the end of November we should be up to 24 GP sessions/week. We are also still advertising for a.n.other salaried GP for 3 sessions/week so clinical staffing is now looking much better and continuity of care will follow with more regular GP's working at the Surgery.

Question regarding reasons for number of new faces on reception? CM we have recently lost 2 staff; one on maternity leave and another long term sick so 2 new starters and 2 more coming on board. MM – training in the early stages is so important. ST-C had a recent interaction where she kept being put on hold ~ this is obviously fine, but staff should know that it's ok to say 'please bear with me as I'm new and still training'. Agreed!

CM – new Paramedic successfully recruited (happens to be my twin sister) working 4 days/week so we now have much better provision for minor illness and home visit support.

MM – this is obviously great news; the Practice population keeps growing so the staff need to grow with it.

On-site RSV/Flu/Covid Autumn Campaign:

Covid/flu clinics running 5th and 12th October and as previously discussed if anyone would like to get involved and volunteer on the day marshalling the car park, meet and greet, etc. this would be most welcome. PE: need to be careful with traffic management – can be held responsible for any mishaps! D & G P-E happy to help with marshalling for a bit and JH happy to meet and greet for a while. ST-C maybe consider having 1 hour duty slots? JH could feedback forms be provided on the day please.

CQC Update:

Still awaiting our result and next week will be going into the 15th since our inspection date. Somewhat reassured that the feedback on the day was basically positive.

MM: I spoke to them at length, as did JH.

CM: it a source of great frustration to the Practice that we still don't know the outcome and we have asked the ICB to try and push this. I will email CQC tomorrow to give them another nudge and make sure we have not been forgotten.

PPG in General:

CM: Not put minutes on website as yet as wanted to gain consent from all members that happy for this happen as obviously names will be out in the public domain. All present in agreement for minutes from meetings since CM started as PM to be uploaded.

JH suggested adding patient feedback too as should be proud of this – CM will certainly consider this but would obviously have to be anonymous.

MM: Minutes and feedback should be available on reception to show that we are pro-actively listening and working to improve services, particularly with engagement with the PPG.

JH: Maybe worth utilising FB more to publicise NHS campaigns. CM whatever we put on FB always seems to attract negative comments although we usually turn the ability comment off but even so, the post invariably gets uploaded to Harling Matters and we get slated that way. PE: maybe worth speaking to Kate Filby who runs the Harling Matters page?

AOB:

CM: DNA figures this period are vastly reduced at 244 against 593 for the previous period.

PW: Does not always receive text reminders for appointments. CM unable to explain this as should always happen automatically.

CM: Regarding a PPG email, the Practice looked into the provision of an nhs.net account but this is not allowable so someone will need to set this up independently. Discussed and other options such as a Whatsapp group seemed to be the preferred option.

AP-E – regarding text messaging – is it possible to have the clinician names added so that people know who they are seeing. CM; the whole process is automated so unsure if this is possible but will need to investigate further.

SF: Asked if there had been any movement on Shared Care? CM: There is no movement on this currently and the policy will be uploaded to the Practice website.

PE: Going back to an items in the minutes of the last meeting regarding the new build; there is a pot of funding money available to the Surgery from Breckland District Council under the terms of a Section 106 Planning; this money has been sitting with them since January 2021. CM: this is good to know and will pass the information on to the Partners.

Date of next meeting: Thursday 12th December 2024 @ 6.30 p.m.