

Central Healthcare Centre  
Patient Participation Group

Meeting Friday 20<sup>th</sup> January 2017 @ 10.00 am



Minutes

Present:	Val Cadmore Tina Cleveland Graham Dunhill Lyn Gibbs	Dawn Jermany Kathryn Marshall Sue Meecham Sandra Peppiatt	Chris Smith Tony Waring Elaine Watson Emily
Apologies:	Jamie Barbi Sara Harvey	Peter Kilpatrick Sue Knights	Melanie Ruse

Item	Action
<p>1 Tina welcomed everyone to the meeting and wished everyone a happy new year. As required, members signed a confidentiality agreement to replace the ones that are missing.</p> <p>2. Minutes from the meeting on 9<sup>th</sup> December were agreed as accurate and the action point log was reviewed as follows:                      AP1 – C/F, forms need to be completed by Jamie, Sara &amp; Melanie                      AP12 – Cleared, different toy mat now in situ                      AP13 – C/F, posters sent to Dawn and are awaiting QA                      AP16 – Cleared, Tina has produced name badges</p> <p><b>AP 1/17 – Dawn to issue lanyards to PPG members to hold the name badges</b></p> <p>AP18 + AP19 Cleared                      AP20 – Cleared. Correct process emailed to Tina who will produce an article for the next newsletter. Patient online access is being promoted by clinicians and reception staff as well as on Facebook and the CHC website.                      AP21 + AP22 Cleared                      AP23 – C/F, Email response received from NAPP which will be forwarded on to Tina by Dawn                      AP24 – C/F, enquiries still ongoing in trying to locate the cryotherapy machine. Apparently several clinicians at CHC have the training to use this once it is found.</p> <p>3. Practice Update:</p> <ul style="list-style-type: none"> <li>Esther, will start work on Monday as a full time Advanced Nurse Practitioner and Julie, will start end of February as a Nurse Practitioner. Beverley will increase to two days, Thursday and Friday in February. Discussions continue to try to increase the number of GP's working from the practice. Emily has joined the practice as the Reception Supervisor and will now attend PPG meetings as well as Dawn. Paula, (receptionist), has resigned due to ill-health. Dawn is looking to take on an apprentice Receptionist as well as someone to do general admin work.</li> </ul>	<p>Dawn</p> <p>Dawn</p>

<ul style="list-style-type: none"> <li>Representatives from CHC, Falkland, Gorleston Medical &amp; Millwood practices attended a three hour meeting with Andy Evans from CCG last week. Topic for discussion was how the four practices in Gorleston could work more closely together, and support each other as the best way forward in the future. There is the possibility of extra funding from CCG to support the practices in taking this initiative forward, so that they share skills and work to their strengths to benefit all the Gorleston patients.</li> </ul> <p>East Norfolk Medical Practice have recently run an event that was attended by GP's and representatives from other services to discuss closer working in Gt Yarmouth. It was suggested that this would be something that may benefit the practices in Gorleston.</p>	
<p><b>AP2/07 – Val will provide Dawn &amp; Tina with more information about the Gt Yarmouth meeting</b></p>	Val
<p>4. HealthEast Primary Care Strategy: Andy Evans has produced a draft document and PPG's have been invited to provide comments or any feedback before the strategy is finalised. Following discussion it was agreed that comments would be fed back as appropriate by Graham (Chair), Sue &amp; Lyn (attendees) via HealthEast PPG Forum meetings.</p> <p>The role of the GP is changing. Nurse Practitioners deal with many of the straight forward conditions while GP's deal with the more complex ones. As the number of Nurse Practitioners (NP) working in the practice has increased, it was suggested that a NP be assigned to a specific GP patient list, so that they would see the same patients to aid continuity, rather than seeing any and all patients.</p> <p>5. Brainstorm Session on The Role of the PPG: As a PPG we don't seem to have achieved much, with some members just attending the meetings. Members were asked to briefly say what they thought the PPG should be doing. Once the suggestions were collected a brief discussion took place as outlined in appendix 1. Members all have different skills and attributes and enjoy doing different things</p>	
<p><b>AP3/17 – PPG to email Tina telling her what they are good at and what they enjoy doing</b></p> <p>All members were reminded about replying to email requests.</p> <p>Val left the meeting at 11.20</p>	PPG
<p><b>AP4/17 – Lyn to email revised rota for waiting room to PPG</b></p>	Lyn
<p><b>AP5/17 – Lyn to add patient survey to next PPG meeting agenda</b></p>	Lyn
<p><b>AP6/17 – Tina to contact Gorleston Medical PPG about possible meeting with our PPG</b></p>	Tina
<p><b>AP7/17 Emily to check with Dawn whether pre bookable appointments for Nurse Practitioners can be posted online</b></p> <p>Because of the shortage of GP's and an aging population, patient demands on practices are very heavy so changes have to be made to the way services are delivered. Clinicians and staff need to work smarter (they are already working as</p>	Emily

hard as they can) and introduce new ways of working if they are going to meet the growing demands being put upon them. It was suggested that time needs to be invested in considering and looking at new ideas and innovations otherwise they will always be fire-fighting, which isn't good for them or the patients. Doing nothing is not an option.

Sandra left 11.55

6. Any Other Business:

- Patients are being issued an out of date PPG form which doesn't ask the patient how much involvement they would like

**AP8/17 – Lyn to liaise with Emily about the correct form to use**

- Suggested that PPG should be more involved with the practice than it is at the moment
- It would be useful to have a list of clinicians, including their job title and the days they work  
Photos have been taken of several clinicians and staff ready for display in the waiting room. This was put on hold because of changes in staff.

**AP8/17 – Lyn to include agenda item about completing the photo shoot.**

- Role of the pharmacist working in practices – chemists receive a payment when their pharmacist completes a patient health check. Wouldn't it be better for the pharmacist to work in the surgery and undertake the patient health check so that the practice receives the payment?
- Sussex Road residents are upset with patients parking in the road – do staff also park in the road which would make the problem worse?

Date of next meeting: Friday 24<sup>th</sup> February 2017 @ 10.00 am

Meeting closed 12.05

Lyn

Lyn