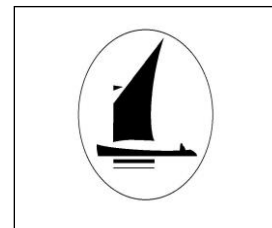


**HOVETON & WROXHAM MEDICAL CENTRE
PATIENT PARTICIPATION GROUP
MINUTES OF THE MEETING
HELD at the CENTRE ON 16th March 2023 at 5pm**



Present:

Carol Hastwell (Chair)	(CH)
Alex Howe (Minutes)	(AH)
Dr. Carsten Dervedde	(CD)
Carole Eason	(CE)
Tony Emes	(TE)
Helen Houghton	(HH)
Chris Stace (Practice Manager)	(CS)
Sharon Wright (Healthcare Assistant)	(SW)

1. Welcome and Apologies

The Chairman welcomed everyone to the meeting, particularly Healthcare Assistant, Sharon Wright, who was present to talk to the PPG about the Carers group.

Apologies: Jane Hutton.

Two ladies, both from Hoveton, had expressed interest in the PPG but could not attend this meeting.

2. Minutes of Meeting on 19th January 2023

i. (item 11) – Rackheath

TE pointed out that the last paragraph needed to have reference to the year and should have read September 21st **2021**. AH apologised for the omission.

CH then signed the Minutes as a true record of the meeting.

3. Matters Arising not on the Agenda

i. Call queues (item 4.iii)

CS advised that he looks at this on a regular basis but more people are now resorting to foot fall and he had no further information at this stage. CH also pointed out that, just recently, whilst waiting in the phone queue, the music changes which indicates that the caller is no longer in the call queue and has to redial. She felt this meant that the caller is no longer in the loop. CS acknowledged that this was worrying and, clearly, not supposed to happen. He would follow this up with the provider.

ii. Noticeboard (Item 5)

CH had quickly updated the paperwork on the PPG notice board the previous day but did not have a copy of the most recent Minutes. AH to rectify this. AH also reported that she had been unable to get a copy of the notice board key cut; the suitable blanks were out of stock in Roys and delivery of new ones was still awaited.

iii. Services no longer available at the Surgery (item 9)

CH reported that patients had been pleased and grateful to see this information. CS to look into whether or not there has been any increase in patients taking up those services available.

4. Carers

CS introduced Sharon Wright (SW), Healthcare Assistant at the Practice. SW had been in dialogue with Carers Norfolk for a couple of years and is keen to improve contact between the Practice and carers, particularly younger carers.

The Practice was an accredited veterans practice but it would also like to achieve accreditation as a Carers' friendly practice. The established carers' group at the Practice could be a contributory factor towards any application. Information should also be put on the website to show how carers can make contact.

SW explained that prior to lockdown the Practice had always enabled carers – particularly in cases where dementia was involved – and SW was the facilitator for this. Once lockdown was removed the Carers' group was resurrected and met on the first Tuesday of every month from 2 to 4.30; mainly for tea and chat round the table where experiences were shared. There are currently about 9 members of the group with more planning to join. The Carers involved were predominantly dementia carers. Appointments are facilitated and a wellbeing person can be referred to. It is important for Carers to realise they are not alone. All associated services are under pressure so getting respite for a Carer is difficult. Admiral Nurses and Carers Matter are similar organisations, and groups also meet at Poppy Café and the Hub in Wroxham.

CS has reconnected with Carers Matter Norfolk and hopefully will obtain a charter from them.

CE suggested the idea of having an open evening on the subject of carers.

This year's wellbeing event is linked with Alzheimer's. Some attendees last year were upset that Carers Matter weren't at the event. CH suggested one of the PPG should attend.

5. Mental Health and Well Being Day

CH has booked the Hall for September. There was a suggestion that blood testing men for prostate cancer could be available but routine PSA testing is no longer recommended for most men as the tests are not considered reliable which is why the Practice has never pushed for it.

It was agreed to call the event The Health and Well Being Show. CS to share the list of his contacts. There was a need to network, and to try to capture people with children. HH suggested women's issues? It was agreed to avoid this subject for now, as people are currently very well informed. CS has sent a 'save the date' email to all those who attended last year. **(Action: CS)**

6. Observations:

i. Car Parking

CH advised that on one occasion when she recently visited the Practice at about 9.20, the man who does the gardening for the surgery parked up and took his dog for a walk before getting back in his van and driving off. CH felt he was taking up space that could have been used for a patient.

ii. Seating in Waiting Room

On a second occasion the car park was full and there weren't enough chairs in the waiting room; some people had to stand and lean against the wall. CS will get the team to redeploy the chairs back. **(Action: CS)**

The video display unit wasn't working during one of CH's visits, and a patient seemed to be having difficulty identifying the colour of the chair the receptionist had asked him to take. CH felt it would be a good idea to have notices up identifying the chair colours for patients who were colour blind.

CS advised that he had received no complaints recently about Face to Face appointments.

7. Email Protocol

This item was combined with item 9. TE explained his thinking behind his form. When someone has made contact with the PPG for any specific reason it would be useful to have a record of their details, whilst observing GDPR protocol. Any PPG member can then bring the reason for the contact to meetings and discuss it with the others.

TE used the 50 expressions of interest made concerning the Rackheath project as an example. CS confirmed that the Practice usually received approximately two complaints a month and what he was looking for were unhappy feedback and suggestions for improvements.

PPG members agreed to accept the form to be used appropriately.

8. Rackheath Primary Care Hub

This week's Tuesday evening's presentation to the Rackheath Community Council had been well received and not many questions were asked. TE was focusing on the many people in the area who had given their views on the 'Musts and Wants' list which he had distributed in 2021. The list was then reviewed by the meeting. TE to continue updating it and will give the final update to Carol. **(Action: TE)**

30th March 2024 has been given as the completion date. TE was concerned that the plans have been continuously reduced. The project manager saying the date is achievable but TE would have liked the work started earlier. It should have started in January this year but the start date has now gone back to July.

CS advised that there will be a system, possibly like the Ludham Practice, where they plan their week with the benefit of 3 managers, 1 at least being on the other site daily; the fine detail still has to be decided. If developed correctly it should take some pressure off the hospital. There will be a GP at the new Rackheath site, as procedures do not necessarily have to be done at the N&N.

CS felt that, as a project, it seems to be going well. CH felt it would be beneficial if members could attend one of the public meetings. She would like to see the Hub as efficient as us and not just a branch office, but the mix is not yet clear.

The 2017-2037 Rackheath Neighbourhood Plan is to be updated now due to the changes.

9. Contact Master List - See item 6.

10. Any Other Business

i. CE asked if there were any future plans for Covid booster. Clinics are planned from 17th April, care homes from 3rd April. CS advised that PPG help might be needed but no specification had been supplied yet. The details had been very slow and it all comes at the last minute.

ii. 2023/24 is the final year of the 5 year framework agreement set out in *Investment and Evolution (a five-year framework for GP contract reform to implement the NHS Long Term Plan)*. During the year the profession and representative patient groups will be consulted on the Quality and Outcomes Framework (QOF) and its future form.

Whatever the outcome it was felt that funding would be disproportionate to the reality of costs.

11. Date of Next Meeting: Thursday 11th May, 5pm at the Medical Centre

Signed **Date**