

**HOVETON & WROXHAM MEDICAL CENTRE  
PATIENT PARTICIPATION GROUP  
MINUTES OF THE MEETING  
HELD at the CENTRE ON 13<sup>th</sup> July 2023 at 5pm**



**Present:**

|                                |      |
|--------------------------------|------|
| Carol Hastwell (Chair)         | (CH) |
| Alex Howe (Minutes)            | (AH) |
| Dr. Alex Smith                 | (AS) |
| Carole Eason                   | (CE) |
| Tony Emes                      | (TE) |
| Helen Houghton                 | (HH) |
| Jane Hutton                    | (JH) |
| Pam Napier                     | (PN) |
| Chris Stace (Practice Manager) | (CS) |
| Michele Taylor                 | (MT) |

**1. Welcome and Apologies**

- i. **Welcome** - Dr. Alex Smith was welcomed to the group, having replaced Dr. Dervedde as the Practice's representative.
- ii. **Apologies** - Ranjan Chauhan

**2. Shared Care Record**

**– briefing by Stacey Cairns from the Integrated Care Board (ICB)**

Stacey outlined the situation with data sharing in Primary Care. Health and Care providers use different systems to record patients' details but these systems aren't always connected. (There are 365 different systems at the N&N). This often results in patients having to repeatedly explain their medical details to more than one different health care professional.

The Shared Care Record is a way of bringing together the most important records from the different organisations involved in health and social care. These are then visible to frontline health and social care professionals, at the point of care, in a read-only view. There is an opt-out option for patients unwilling to have their records shared.

The Project Plan phase 1 went live in June, and phase 2 is due later in the year, possibly August/October 2023. The configuration for H&WMC should be completed in the next couple of weeks.

Stacy handed out a few introductory packs to PPG members.

**3. Minutes of Meeting on 11<sup>th</sup> May 2023**

These were agreed and signed by the Chairman.

**4. Matters Arising not on the Agenda**

TE advised that he had sent CS some feedbacks from patients. CS had responded with some points but there had been no feedback from NN4. CS had raised the feedback with colleagues at the last PCN Practice Managers' meeting but no response had been received to date.

**5. Mental Health and Well Being Day 21<sup>st</sup> September 2023:**

AH to contact Age UK. MT reported that BEAT only provides an on-line service but will send leaflets. AH had approached Duncan Holmes who was a Partner with 'Well-

being with the Angling Trust'. He had contacted CH and it had been agreed that he would be showcasing angling as a positive wellbeing activity.

CS to have a couple of stands where digital projects and modern aids would be demonstrated, to help people in communicating via technology a bit more.

It was important to have stands that would interest young people. Had A to Better been contacted? And Nelson's Journey? CS to send out reminders by the beginning of August and ask if any extra support is needed. Carol to annotate stand positions on the diagram of the main hall.

**6. NHS App:**

This App provides coded records i.e. vaccinations, blood tests etc. CH felt it was easy to use. However GPs were concerned that there will be a tsunami of queries, with information going back many years.

Today we can ask for our medical records and we can correct them. CS to provide an information update for use in a leaflet on the PPG stall on the 21<sup>st</sup>.

**7. Rackheath Primary Care Hub - update**

A Planning and Engagement Meeting was taking place on 26<sup>th</sup> July, with a final meeting in London on 8<sup>th</sup> August when the final business case will be submitted to the NHS. The design is almost completed and there has been intense negotiation involvement between the NHS Property Services and the proposed tenants. Broadland approval of the final planning application and NHS England of the final business case are the key issues to allow site construction to begin on schedule.

**8. Notice Board Updates:**

CS advised that some notice boards will be more static than others.

**9. Closure of Salhouse Medical Centre – Update**

The members were advised that there had been no surgery at Salhouse Medical Centre since before the Pandemic in 2020.

**10. Date of Next Meeting: Tuesday 5<sup>th</sup> September, 5pm at the Medical Centre**

**Signed .....** **Date .....**