

**HOVETON & WROXHAM MEDICAL CENTRE
PATIENT PARTICIPATION GROUP
MINUTES OF THE MEETING
HELD at the CENTRE ON 22nd September 2022 at 5pm**



Present:

Carol Hastwell (Chair)	(CH)
Alex Howe (Minutes)	(AH)
Helen Houghton	(HH)
Jane Hutton	(JH)
Chris Stace (Practice Manager)	(CS)

1. The Chairman welcomed everyone to the meeting.
2. **Apologies:** Dr. Carston Dervedde, Tony Emes, Lydia Spight, and Carole Eason.
3. **Minutes of Meeting on 21st July 2022:**
The Minutes were agreed and signed by the Chairman.
4. **Matters Arising not on the Agenda:**
None.
5. **Rackheath Health Hub – brief update:**
A local meeting, convened for the previous Friday (16th September), had been cancelled but the Department of Health and Social Care had met yesterday. CS advised that decisions are being made, which he felt would be positive ones. There should be definite news sometime next week.

CS thought there would be one Reception team, and one Secretarial team and that the Hoveton and Wroxham Medical Centre would be seen as a 'back office'. The catchment area will expand south and westwards.

Individual stakeholder group meeting, and a steering group meeting, should be held very shortly
6. **Email Protocol:**
It was suggested that 2 members of the PPG should manage the email messages but to set up a standard auto reply advising that the PPG will look into the query and respond a.s.a.p.

AH offered to be the back-up, and JH to update the PPG leaflet accordingly.
7. **Mental Health and Well Being Day (Wednesday 12th October)**
CH was concerned about the budget for the event and had asked HVH's booking clerk to advise of the cost of hiring the hall, which was not yet known. The Lions had advised that they see us as a 'choice organisation' and will be donating an amount at their presentation evening in November. It was hoped that this would cover the cost of hiring HVH. The following were some of the issues discussed.
 - CS will shortly circulate a letter to all contributors providing administrative details, and asking them to arrive at mid-day;
 - Marketing will start in force next week, including a text bomb to patients and flooding FaceBook;
 - The Rotary and others to be asked to help with advertising;

- JH has a Health and Hygiene certificate but it is probably out of date;
- Another steering committee meeting to be held on 29th September, 4 till 5pm;
- AH to email CS a copy of the Terms of Reference etc.
- Helpers are needed, to include two 'meet and greet' persons;
- HH to buy paper plates – some gluten free cakes needed. Avoid nuts.

8. Review of Call Queues and Phone Waiting Times

CS had been considering recent feedback received on enormous call queues and long telephone waiting times. Post Monday Bank Holidays, Tuesdays are always the busiest so he had been scrutinising the call queue following the late Queen's funeral on the 19th September. He had found that the queue did not exceed 20 and the average waiting time an hour after the switchboard had opened was approximately 15 minutes 45 seconds. However, he had also noted many abandoned calls, which was not good. There were 282 calls to Reception today, which is above the Monday average of 250. Notable too is that currently there is only one experienced receptionist and three newcomers so it is anticipated that efficiency will increase as winter approaches.

The Reception team can sometimes be too accommodating when home visits are requested, but all in all CS felt the situation wasn't as bad as may have been represented. AH pointed out it was helpful to be advised of where any call was in the queue so that the caller could decide whether to wait or telephone later.

9. COVID Vaccinations and Flu Jabs - update:

CS advised that the programme for the above was well on course for the house-bound, and that patients were already being seen in the Surgery.

10. Any Other Business:

CS briefly mentioned that the Reimbursement Scheme was doing well but other practices are finding it difficult to recruit. All staff are protected under the negligence scheme.

12. Date of Next Meeting: Thursday 1st December 2022, 5pm at the Medical Centre

Signed **Date**