

**HOVETON & WROXHAM MEDICAL CENTRE
PATIENT PARTICIPATION GROUP
MINUTES OF THE MEETING
HELD at the CENTRE ON 25th January 2024 at 5pm**



Present:

Carol Hastwell (Chair)	(CH)
Alex Howe (Minutes)	(AH)
Ranjan Chouhan	(RC)
Tony Emes	(TE)
Jane Hutton (via Teams)	(JH)
Dr. Alex Smith (late arrival)	(Dr. AS)

1. Welcome and Apologies

- i. **Welcome** – The Chairman welcomed Heather Leishman to the group. Heather has taken over as the Centre's Practice Manager, replacing Chris Stace.
- ii. **Apologies** - Carole Eason, and Helen Houghton.

2. Minutes of Meetings on 13th July and 5th September 2023

The July Minutes had been delayed due to problems with AH's laptop. Both sets of Minutes were agreed and then signed by the Chairman.

3. Matters Arising not on the Agenda

TE queried the absence of a recently joined member. It was confirmed that family commitments had prevented any further involvement from her.

TE hadn't been able to access his medicals records online. HL didn't think the programming was complete yet and so access was currently unpredictable.

4. NHS App – Is it accurate, Can it be relied upon, is it complete?

JH advised that it is work in progress.

5. Diabetes: Enhanced Primary Care Model Pilot

HL circulated copies of an information document entitled "Diabetes: Enhanced Primary Care Model Pilot". It highlighted the details of a pilot, which will run for 14 months, to facilitate quality improvement in diabetes care delivered closer to home. The Practice has volunteered to join the pilot as the figures shown in the document mirror those experienced by the Practice. Should any patient's diabetes get more complicated they will be referred to hospital.

Currently no GP at the Practice is sufficiently skilled to manage the more complex diabetes cases, but Dr. Tesh and another practitioner in Blofeld, have expressed interest in joining the pilot, which offers funding to the three pilot sites. If the pilot results in improved outcomes and self-care of people living with diabetes then the scheme will be expanded to other areas.

(Copy of document attached to filed set of Minutes)

6. Feedback on Proposed Letter to go to Patients who have their Dispensary Medication delivered:

(AH had circulated the letter electronically, prior to the meeting, but JH had not received the email. AH apologised.)

Dr. Smith arrived at this point and explained the thinking behind the letter. Deliveries had increased but the Practice received no funding to assist in providing this service

and therefore the costs to the Practice were now proving somewhat problematic and had become an issue that needed addressing.

A small charge was being suggested in the letter, as one way of lessening the delivery costs. Seven options were outlined and patients were asked to circle the one option that best fitted their circumstances. The letter will go out with the delivery driver, and collected by the delivery driver at their next visit.

7. Practice Website and PPG Future Role in Checking Website and Alerting Practice to any Improvements:

On 11th January HL requested circulation of an email, asking PPG members for their feedback between AccuRX and Patches – two websites being considered by the Practice and currently funded by the ICB. The Centre staff had been split between the two programmes but the Digital Team were now working on setting up AccuRX and it was formally agreed to use this programme. The PPG were asked to ‘act as a patient’ and comment on the site when it was completed.

8. Research Update:

The Centre was back to being more research active, as it had been prior to Covid. It was getting back on board with drugs trialling.

9. Rackheath Medical Centre – Update:

TE advised that approval of the planning application had been sent out in August, together with a press release. There had been 2 ‘reserved matters’ to deal with and a delay had resulted. The money was subsequently approved by the Department of Health and Social Care and has been carried over. King’s Lynn got the go-ahead but not the H&WMC. HL had contacted Jerome Mayhew, MP for Broadland, about the delay.

If the go-ahead is received by 9th February the development will be all ready to go. An extension was given till September 2024, and a run-on into the Spring has also been given but there was still another wait until the final decision was made!

The figures relating to all new developments should have been given to the Surgery but TE had no idea of sales.

The development will be known as the Rackheath Medical Centre and Primary Care Hub. It may start with one GP and one nurse, and slowly build up in line with population growth.

- 10.** i. TE reported that a Dentistry School is due to open in Norfolk, under ICB long term plans.
ii. JH was accessing the PPG email. AH to do so in JH’s absence but so far she had not been called upon. She would do a practice run before the next meeting. HL suggested putting an automatic forward in place. JH to look at this possibility.
iii. The ‘Health Matters’ news-letter goes out on the website.

12. Date of Next Meeting: Thursday 14th March, 5pm at the Medical Centre

Signed **Date**