

**HOVETON & WROXHAM MEDICAL CENTRE
PATIENT PARTICIPATION GROUP
MINUTES OF THE MEETING
HELD at the CENTRE ON 7th JUNE 2022 at 5pm**



Present:

Carol Hastwell (Chair) (on Zoom)	(CH)
Dr. Carston Dervedde	(CD)
Carole Eason	(CE)
Tony Emes	(TE)
Alex Howe (Minutes)	(AH)
Jane Hutton	(JH)
Lydia Spight	(LS)
Chris Stace (Practice Manager)	(CS)

1. CH apologised for the delay in her joining the meeting (via zoom) and thanked everyone for their patience.

She welcomed Dr. Dervedde to the meeting. He will be the GP representative for the next few months, replacing Dr. Singh. CH warmly thanked Dr. Singh for all her contributions to the PPG during her time on the committee.

2. **Apologies:** None

3. **Minutes of Meeting on 26th April 2022:**

The Minutes were agreed but could not be signed by the Chairman until she was present at a face to face meeting.

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

4.i Priority of workload

CS confirmed that priority was being given to those most at risk, and surgery calls. Patients' underline concerns are responded to on a case by case basis, and work is being done on a small group of 75s and over who are not seen on a regular basis.

4.ii (Item 4.iv) New clinicians

TE raised the issue of the number of clinicians now available at the Centre. CS named them and promised to circulate an appropriate list. **(Action: CS)**

5. **Rackheath Health Hub – brief update**

The situation was now at the point where expenditure could be authorised. It had been a “bumpy journey” since 2008 with a lot of bureaucracy to wade through. The initial business case for the government's £25 million divided between 5 projects, was reduced to 3, including the Rackheath project. Norlife's contract runs out in 2024 and NHS Property Services will take over.

Paul Higham, Associate Director of Primary Care Estates at NHS Norfolk & Waveney CCG, will be updating CS the day following this meeting. If positive then it will be full steam ahead for a full business case and building should start in January 2023. CS has highlighted to the project manager that the full business plan needs condensing.

Anne Tandy is clerk of Rackheath Parish Council and a presentation is planned at Rackheath next Tuesday 14th June, when a short presentation with Google maps will be used. **(Action: CS)**

TE expressed concern about publicity issues. There was capability to circulate a text to residents via a link, and JH to create an 'event' on Salhouse/Rackheath FB pages.

TE felt that final planning approval is concerning, but he was feeling fairly positive about it.

6. Update on Primary Care Network:

Primary care networks (PCNs) are groups of practices working together to try and improve local patient care. CS advised that the Enhanced Network Services (ENS) would like to see the following:

1. More engagement with patients. It was felt that H&WMC engages well with its patients already.
2. 9am till 5pm Saturday surgeries. H&WMC currently do Saturday and Sunday mornings. The Partners were not keen on all day Saturday surgeries for the less than urgent cases. A separate service for more urgent cases should be made clearer.
3. Physio and well-being coaches to be made available for the local community.
4. An in-practice questionnaire to be circulated to patients via the PPG. CS advised that the target for this should be the end of June but approval from the network was required.

7. Vaccine Update on 4th Boosters:

CS monitors the numbers each month. The current vaccine programme should be completed by the end of June to allow preparation for the autumn programme of flu jabs etc., which could be done at the same time as any Covid-19 jabs.

Covid passports were no longer being issued but TE pointed out they were still being referred to on the government website.

8. Integrated Care System

CS advised that a change in delivery in the healthcare system is being considered but is currently still at the 'concept stage'.

("Integrated care systems (ICSs) are partnerships that bring together providers and commissioners of NHS services across a geographical area with local authorities and other local partners to collectively plan health and care services to meet the needs of their population. The central aim of ICSs is to integrate care across different organisations and settings, joining up hospital and community-based services, physical and mental health, and health and social care." (The Kings Fund, May 2021))

A 38 page report on Primary Care has been published (The Dr. Fuller Primary Care Care Stocktake) and the chairman of the Integrated Care Board, Patricia Hewitt, is very enthusiastic about it. Within the Report are catalysts for future change in Norfolk. CS will update the PPG as matters progress.

9. World Mental Health Day (Monday 10th October 2022)

CS will identify suitable dates; he felt that a weekday would be more practical. A mental health nurse is present at the centre and so Tuesday 11th October seemed to be a good choice. Should the day be truncated to a morning or afternoon session? Another meeting of the steering group to be arranged as soon as possible.

CE confirmed that the gym was still interested. CH was planning a hamper; work in progress.

10. Any Other Business:

i. **Community Cars** were pleased with help received from the surgery

ii. CH was concerned that patients won't complain directly. CD felt that the word 'inform', not 'complain', might encourage patients a bit more. This was felt to be a good idea. Should it be done through the PPG?

11. Date of Next Meeting:

Thursday 21st July, 5pm, at the Surgery

Signed **Date**