



Patient Participation Group
Minutes of Meeting
17th November 2022

1. Welcome: IG welcomed everyone.

2. Present:

Theresa Banks (TB), Jane Chase (JC), Kathy Foley (KF), Pat Fraulo (PF), Jasmine Fulcher (JF), Ian Gutteridge (IG), Stella Gutteridge (SG), Penny Hipkin (PH), Ann Lemmon (AL) Dr M Asif (MA), Margaret Worledge (MW)

Apologies: Richard English (RE), Karen Goult (KG), Rachel Seakins (RS)

3. Minutes of AGM Meeting:

These have been sent to members but were passed around by IG as a reminder. They will be agreed at the next AGM meeting.

4. Matters Arising

There were no matters arising. The minutes will be signed off next AGM.

5. Treasurer's Report:

The Reserve Account balance is **£72.82**

On 22/9/22 the Current Account balance was **£676.72** and a further **£26.88** book money was deposited on 21/10/22

No expenditure

Total balance of accounts **£776.42**

6. Practice Update:

KF reported that the newbuild has begun. The sod-cutting ceremony has yet to be arranged when some hard standing has been provided. The expected completion date is January 5th 2024. SJMP are analysing IT needs for the new practice. There will be call boards, electric vehicle charging, WI-FI, and multiple screens among other items. There will be health promotion and training rooms with high tech specifications also. The practice will continue to update us on the specifications.

TB said she had been tasked by the Parish Council to mention their disappointment that there would be no link road with the Larkfleet development. She added that she had relayed the fact to the PC that waiting for this development would not be possible and might jeopardize the newbuild funding. TB felt it might be sensible to contact the SWPC at some practical future time to invite them to see the development as it lies within the parish boundaries. This was thought to be a good idea. TB added that the PC was supportive of the development but had been worried about additional traffic flow through South Wootton.

KF informed the committee that there had been an audit of phone calls in September and October and the average was 450 per day, with 70-80 calls in the first hour. As a consequence, there has been a review of staffing shifts to meet demand. Currently, the practice is recruiting more HCAs. KF also reported that staff sickness levels (non-covid) remain high. The practice is still doing Covid vaccinations and patients on long-term medication for conditions are being called in for routine blood tests.

A new telephone system, Wavenet, has been installed, partnered with Norfolk and Waveney. All calls can be made via a web browser from home, which may be useful in any future pandemics. Enhanced access appointments (as reported at the last meeting) are now available across the Kings Lynn group of practices and SG inquired about online booking. KF said it has not been possible to restore online booking yet because of the system in place at Vida Healthcare. There was also some concern from SJMP about their inability to monitor the purpose of appointments. KF reported that the LIVI telephone GP booking system, funded by Norfolk and Waveney, will cease at the end of November. It has been generally popular.

IG asked whether there were any actual figures for so-called 'spurious' appointments. KF replied that between 30% and 40% of calls were being signposted to healthcare other than face to face GP appointments. That does not imply that they are unnecessary calls, but IG felt it is part of a bigger picture and it reflects the idea that patients generally do not understand the healthcare systems available, resulting in excessive attendance at A and E departments.

There followed a short discussion about the lack of minor injuries facilities locally and the confusion created. TB pointed out that, when she attempted to make an appointment with SJMP practice nurses for a burn, she was told she must go to A and E where she was treated in what the hospital called 'Minor Injuries'.

There has been a donation of over £19,000 from a late patient. This could be available in addition to PPG funds for future purchases. It was suggested that a commemorative bench be installed outside the new practice in memory of the patient.

The committee will explore possible uses for the funds when the newbuild is near completion.

7. QEH Governor's Update:

PH reported that Governor re-elections will be taking place soon and 5 governors are standing down. The new Chairman, Chris Lawrence, will be setting up the process to recruit a new CEO, and Head Nurse depending on the outcome, in the New Year.

The RCN strike vote showed insufficient support at QEH so nurses there will not be going on strike.

Various events are taking place. There was a governor led healthcare event at Knights Hill recently - Living With Dementia - which was well attended by public, professionals and local

supporting charities. On 17th November, QEH will be attending the finals of Trust of the Year in London, and, on 18th November, the QEH annual Staff Awards will take place at Knights Hill.

The Trust is appealing locally for more volunteers to help through the winter months and the Volunteer manager and a few volunteers assistants will be attending a volunteer recruitment event at the Town Hall.

IG asked whether there would be any further details about what will be required from the extra volunteers. PH thought this might be imparted at the Town Hall event.

PH reported that there was a problem with disabled parking. Many spaces have been lost because of building work, especially next to the physio rehabilitation centre. She pointed that the Trust would allow disabled parking at the Inspire Centre when vaccinations were not taking place. MW asked what was going on opposite the Inspire Centre and PH said this is currently a permanent area for builders.

In September, a maternity triage suite was opened for ladies who were 16+ weeks and experiencing problems. It is open 24hours a day, 7 days a week. KF pointed out that GP practices need to know about this service and PH will find out more information on how patients can access it.

After Christmas, the Inspire Centre will be demolished as a building application has been submitted for a multi-storey car park on the site. A decision on a new hospital has been delayed yet again and the new decision date is projected to be late December/early January according to the latest information.

KF reported that nothing further had happened since her discussion with the hospital about helping to reduce endoscopy waiting lists. There has been no contact from the Integrated Care Board.

8. Christmas Cakes:

IG said 4 or 5 people had responded with offers of help for the fundraising event on 14th December. AL said she would give a donation as she is unable to support the event, and KF said she would put it out on the practice Teams channel, asking for support.

IG said we only have the small gazebo and KF will check if there is another one available at the practice. She asked whether there would be a tombola. If so, KF will ask staff to donate items for this.

The event will take place from 9.30am to 12.30pm and there will be a variety of items – cakes, biscuits, sausage rolls, gluten free items etc. IG said it was not necessary to label items with their ingredients (other than GF); we simply need to inform people that items may contain gluten, nuts and other additives in order to cover ourselves. PH said she might provide gluten free items.

IG will look for the PPG banner and TB pointed out that we might need extra time to set up the tombola although others felt there would be sufficient time in the morning. JC suggested that posters be put up in the waiting rooms and KF said the practice would produce these.

IG has 3 boxfuls of items in his garage and he questioned whether these would any use for the Christmas event. If not, he would like permission to dispose of them. Members agreed that any items that are not useable can be disposed of.

KF reiterated that the practice would provide items.

9. AOB

IG advised members that TB had been nominated for the volunteer of the year award at the hospital this year. The meeting expressed its congratulations.

10. Date of Next Meeting:

The meeting ended at 19.20.

Next meeting **18th January 2023**