

**St James Medical Practice
Patient Participation Group
Minutes of January Meeting held 17th January 2018**

1 – Present: -

Paula Bell (PB) Enid Bright (EB) Jane Chase (JC) Stella Gutteridge (SG) Ian Gutteridge(IG) Simon Temple (ST), Penny Hipkin (PH) Mary Large (ML) Anne Lemmon (AL) Dr. Muhammad Asif, (MA), Rachel Seakins (RS) Pat Simpson (PS) Marion Tyrrell (MT) Roy Tyrrell (RT), Margaret Worledge., Jasmine Fulcher (JF)

IG mentioned that DH and JH were not able to attend due to Joyce's recent fall and hospitalization. The group expressed their best wishes to Joyce for a speedy recovery. IG asked for a volunteer secretary for the meeting. There being no takers he acted as chair and secretary for the meeting.

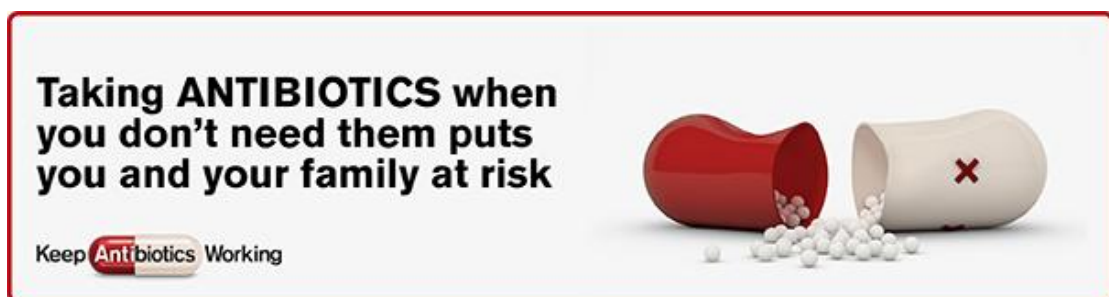
2 – Speakers – Lucy Blood & Maggie - Pharmacists

Lucy gave an informative and entertaining talk about the need to ensure that antibiotics are appropriately prescribed. She explained that over use of the drugs will lead to bacteria becoming immune to their effects and, as a result, infections that have been controlled for many years may become untreatable. This will lead to deaths from these infections increasing.

In addition she went on to talk about self care and the need to educate the public to use medical services wisely. This includes self caring or common complaints such as colds, allergies and the like and consulting pharmacists where appropriate concerning the correct use of drugs.

The NHS is trying to persuade the public to purchase readily available medications for common illnesses and conditions rather than seeking prescriptions that inevitably increase costs for the NHS and, in the long term, the public.

3 – Antibiotics & Self Care



As a follow on from Lucy's talk IG reminded members that Kathy had asked for the groups to help the practice to support the Antibiotics campaign that was created by Public Health England. IG had obtained some posters and patient

leaflets and had prepared a summary document that was passed to Kathy and Simon suggesting ways in which the campaign could be promoted.

Following the committee meeting Simon had requested that the materials be provided to Linda so that they could be displayed / made available at the practice. IG had done this and also emailed Simon the "treating your infection" sheet that Lucy had mentioned together with an MP4 file of the TV advertisement for display on the waiting room notice boards.

ST was waiting for IT support and was also going to discuss the available materials with the web site company.

IG noted that there was already a self care page on the web site but suggested it be made easier to locate. This page has links to a number of resources that are available to patients. These include the self care forum.

Stella gave the vote of thanks to Lucy and Maggie on behalf of the group.

4 - Apologies: -

Richard English, Colin Johnston, Pat Fraulo, Theresa Banks (TB), Alistair Milner (AM), Joyce Hunter (JH) Derek Hunter (DH)

5 - Minutes of November EGM and meeting: -

IG went through the main points of the minutes of the EGM and the November meeting.

The Minutes of both meetings were passed unanimously.

6 - Treasurers Report: -

SG gave details of the accounts a copy of which is attached. ST handed SG the book money.

7 - Practice Update: -

Simon reported that the planned move is progressing through its various stages. The business plan has been backwards and forwards to NHS England and is back with them. To date no further queries have been received and therefore the practice is hopeful that matters should progress soon.

SG asked whether a timescale could be put on the forthcoming milestones but ST mentioned that he could not estimate how quickly things might move on.

ST reported that the practice is now going to conduct a study into how patients travel to the practice for their appointments by implementing a token system. Patients will be asked to put their token into a plastic box to show how they travelled to the surgery. Over time this will show the most used methods.

Dr Robertson-Murray is continuing her training and is likely to be appointed as a salaried GP. MW indicated that she had found recent consultations with her very good.

Clerical and admin vacancies are currently being filled and additional clinical staff are also being recruited.

A new electronic rota system is also being implemented for the admin and reception team.

The new system of communicating with / reminding patients is now being used. ST referred to is as M-JOG. He outlined the benefits of the system.

The practice is providing extended hours appointments in order to cope with winter pressure. This is being done in conjunction with the other KL practices. The extra appointments will run until the end of March. They have to be arranged by telephone as appointments can be offered at any of the local practices on a rota basis.

Flu jabs are still available and ST reminded members that any eligible people could still have it done. The practice still can't offer a flu jab to other registered patients but paid for jabs are available via pharmacies.

8 – QEH Governors Report: - PH

Members will be aware of the recent publicity given to the fact that many elective operations have been cancelled across the country. The CEO of the hospital and its board have decided not to do this. One member mentioned that she was aware of a recent cancellation and PH confirmed that whilst a blanket cancellation policy is not in force unfortunately some operations will still be cancelled for other reasons such as staff illness.

Digital information screens have been installed. These have been funded by the league of friends. Corporate and departmental messages will be screened in text, graphical and multimedia formats which, it is hoped will benefit staff and patients. The cost was circa £60,000. Some on screen advertising may be sold and this could generate revenue for additional screens.

A new automatic dispensing system is being installed in the pharmacy. This has cost circa £200,000 and the aim is to speed up discharge and supply of medications throughout the hospital. The system can pick, label and dispense medications in seven seconds using bar code technology. Volunteers will take the medications to wards and are currently in training.

A& E have seen 80% of patients within 4 hours. The target is 94% but it is felt that the shortfall is unavoidable in the light of the number of very sick and elderly patients being seen.

The Macmillan cancer services transformation programme is looking to redesign patient pathways, diagnosis and treatment. The project is being funded by Macmillan and will involve the hospital, CCG and Norfolk Community health & care. The team is hoping to recruit volunteers from the NHS, voluntary and charitable sectors to form groups to take the project forward.

Plans to extend the car parking on site have been turned down. The plan was to create 139 extra spaces for staff so as to free up parking in the main car park for patients and visitors. A new plan is to be submitted to endeavor to take this forward.

In May the governors are going to arrange another information evening entitled "Don't be afraid of cancer". It will be held in the Inspire Centre. To be confirmed.

9 – Christmas crafts and cake event: -

The event raised £152.00 and IG thanked all members that came along on the day for their help.

10 – Contact The Elderly

IG reported that he had received information relating to the charity that is seeking to involve PPG's and practices in establishing tea parties to which suitable people could be invited. The charity set out the benefits of such events that have been shown to improve the health of individuals by promoting social interaction.

It was also felt that quite a lot of work would be needed to organise the events and they would have to run regularly. Transport would need to be arranged with the attendant issues of conveying elderly and potentially people with mobility problems to the venue.

The committee felt that the idea was a good one but it was unlikely to be something that the full meeting would want to take forward in view of the regular commitment that would be needed.

IG told the meeting that he wanted to inform the group of the initiative and asked any member that felt they would want to organise such a regular event to let him know.

11 – Any Other Business: -

IG reported that the Breathe Easy group meets on the last Monday of the month at the Gaywood Church Rooms. He has their monthly news letter and can provide this to any member that is interested.

IG reported that he will be conducting his first JAG assessment as lay assessor next week .

There being no further business the meeting closed at 19.55

Next Meeting -14th March - 18.30

St James Medical Practice
Patient Participation Group Accounts
15th November 2017 - 17th January 2018

Reserve Account	£CR	£DR
Balance brought forward 15.11.17	£72.50	
Interest accrued.	£00.01	
Balance 17.1.18 72.51		
Current Account.	£CR	£DR
Balance brought forward 15.11.17	£381.49	
Income		
Cake Sales & Christmas Tombola	£152.00	
Expenditure		None
Balance 17.1.18	£533.49	
Total balance of Reserve & Current Accounts		<u>£606.00</u>