

**St James Medical Practice
Patient Participation Group
Minutes Meeting held 1st August 2018**

1 – Present: -

Theresa Banks (TB) Jane Chase (JC) Stella Gutteridge (SG) Ian Gutteridge (IG)
Penny Hipkin (PH) Colin Johnston (CJ) Kathy Foley (KF) Royston Tyrrell (RT)
Marion Tyrrell (MT) Margaret Worledge (MW) Paula Bell (PB) Enid Bright (EB)
Dr A Mansour (AM)

2 – Apologies: -

Rachel Seakins, Pat Simpson.

3 – Minutes of May Meeting: -

The Minutes were adopted unanimously.

4 – Matters Arising: -

CJ raised the matter of patients being re-allocated to a different doctor and there was further discussion on this topic. The group felt that it was preferable for patients to keep the same doctor. TB mentioned that patients should be notified when their usual doctor is changed, particularly the elderly. KF explained that under the contract notification by changing the usual doctor on prescription forms and a general notice in the surgery is acceptable. Several members of the group felt that more specific notification is desirable but KF explained that logistically this would not be possible due to the numbers of people involved.

CJ also mentioned that he had read about a government directive that he felt might have covered this. KF was not aware of such a directive but said that she would look into it.

Patients can request an appointment with their usual GP but it may be that, due to holidays and popularity there may be a wait.

Several members again expressed the view that continuity of care is important for health.

CJ also asked about the online system as he had noted recently that several appointments before 10.00am seemed to be available now. Kf felt that availability of appointments will vary but will check to see whether new criteria is being used.

TB said that she is still working towards the establishment of the new 200 club and hopes to have sorted the initial set up out by the AGM.

5 – Treasurers Report: - SG

The present balance is £830.22 after recent deposits of book money and the proceeds of the cake stall in June. The insurance premium has been paid.

6- Practice Update: - ST

KF told the group that the practice is working with two others to offer additional early morning, late afternoon / evening and Saturday appointments. Each practice provides these for one week in three. Appointments can therefore be at St James Medical Practice or at either of the others. Furthermore GP's will be rotating and therefore an appointment at St James may be with a GP from another practice.

This is being piloted until the end of September.

TB commented that the "on the day" appointment facility is a good facility.

From October it is planned that a hub system will be implemented. This will work via the 111 service and patients may be referred to the Kings Lynn hub in appropriate circumstances.

It is not known, at present, where the hub will be located.

This is designed to reduce the pressures on A & E.

Flu jab appointments will be available to book on line from Monday 6th August. These will start w/c 17th September.

A new health monitor machine has been installed in the upstairs waiting room. This will monitor weight, blood pressure and other readings that will be sent straight to the patient record. Any issues that might require a GP's attention will be flagged.

The CQC inspection recently took place and the result should be known within around 6 weeks.

IG mentioned that he had attended a meeting with KF after the last meeting to discuss the PPG going forward. It was agreed that once the new build is opened additional facilities will be available to the group that might allow activities such as health events, discussions and similar to be run by the group.

The question of volunteering had been previously raised and, again, the possibilities for this will increase once the new facility is opened.

SG mentioned that the committee had discussed this during their recent meeting and the possibility of a new name was raised. She asked whether the practice name would be changing and KF said that it would not.

IG asked whether there was any progress on the new build. KF advised that discussions are ongoing concerning the build and who will be responsible for it. Once these matters are agreed the project will go forward to a full planning application.

7 – QEH Governors Report: - PH.

CQC inspection has taken place at the hospital. The result will not be known for some weeks.

The annual foundation trust meeting was held on 12/7 but attendance was not huge.

The hospital is £22m in the red and presently £1m is being spent per month on agency staff.

A & E attendances are up 3000 and rising.

A new associate nursing support role has been introduced to attract local people. It is proving successful. This is akin to the old SEN route into nursing.

The hospital is working with the local council on a “home first” initiative designed to facilitate early discharge home with appropriate support to avoid unnecessary admissions or inappropriate stays in hospital.

Positively some of the hospital staff have achieved recognition recently on a national scale due to some innovative activity that they have undertaken. Particularly a clinical research fellow has received recognition for her work in the field of error in healthcare prevention.

8 – PPG Awareness week 4th -9th June 2018:

The group felt that the week was worthwhile.

9- GDPR

IG reported that all members had now responded to his request and these responses are now recorded. He has created data protection policy and procedures and these would be circulated for member’s information.

One virtual member had not responded and would be removed from the mailing list and one person who had expressed an interest in attending had not followed up on this.

10- West Norfolk Patient Partnership

IG had received a letter via KF inviting a representative to attend. It was noted that the group has been represented in the past but the previous representatives had not felt that the meetings achieved much. IG said he might attend the next meeting on 17th September 2018

9 – Any other Business: -

IG reminded members that the September meeting is the AGM and therefore nominations for chair, secretary, treasurer and committee members would be gratefully received.

There being no further business the meeting closed at 8.20

Next Meeting - September 19th – 18.30 - AGM

St James Medical Practice
Patient Participation Group Accounts
21st March 2018 - 16th May 2018

Reserve Account	ECR	EDR
Balance brought forward 21.3.18	72.51	
Interest accrued 31.1.18	0.01	
Interest accrued 29.3.18	0.01	
<u>Balance 16.5.18</u>	72.53	
Current Account.	ECR	EDR
Balance brought forward 21.3.18	676.93	
<u>Income</u>		
Book Sales to 22.3.18	22.31	
<u>Expenditure</u>		
NAPP Subscription Renewal		40.00
<u>Balance 16.5.18</u>	659.24	
Total balance of Reserve & Current Accounts	731.77	
