

PATIENT PARTICIPATION MEETING ON 25th November 2019

ATTENDED

Angela Elsom
Michelle Roberts
Dr S Naeem,

Mr John Berry
Mr Brian Wright
Mr R Moore
Mr G Stacey
Mrs W Shepherdson
Mrs M Pygott,

APOLOGIES - Mrs K Milner, Mrs P Hodson

1. Previous Minutes

The minutes from the previous meeting were agreed and approved. Proposed by Mr. G. Stacey and seconded by Mr. B. Wright.

2. Matters Arising

Nothing to report

3. Doctor's Report

A Pilot programme for COPD patients is to be introduced. This will be virtual pulmonary rehabilitation done over a computer at home. It is a physical training programme aimed at those patients who cannot attend and organised programme.

4. Practice Managers Report

Welcome Michelle to the surgery. She has taken over from Lianne who left last week. She is taking the minutes today.

Networks are now in place – They are hoping to take over running the extended access enhanced service from 1st April 2020. We are not taking part in this currently but may look at participating in the future.

The Network has employed a pharmacist to look at discharge letters etc – pro-rata this allows us 1 hour per week at the moment. Negotiations are still on going. It is 70% funded by NHS England. The 4 big practices want the time split between the number of patients at each surgery.

There are 4 large practices and 4 smaller ones

5. Chairman's Report

JB attended a CCG meeting on 9th October 2019. Apps that would be available were discussed and JB has a list for anyone to look at.

Medical records online – patients are entitled to have access to their records online by 1st April 2020. It is thought that if patients have access to their own records they will be able to provide them via smartphone to the GP if the surgery's system crashes.

RM – survey – When he was helping at the last flu clinic patients were not interested in filling it in as it is too long. He has condensed the survey to 7 questions from the original 35. Ron’s survey was handed round for discussion. Angela thought the delivery service needs removing from the questionnaire as patients think we deliver like chemists do. Thanks given to RM. JB to reassess and incorporate surgery requirements into the questionnaire– a section on doctor (for appraisal) other sections can be cut down.

6. **Improvement Priorities Progress**

The PPG has applied for 2 grants

a) Grantscape –offshore windfarms - £48k was asked for to deliver an extra room and move reception. We now have a response – it was turned down. The criteria were met however no additional feedback given. They have given permission for us to reapply after the next round of submissions. JB will reapply Feb/March – all in attendance agreed.

JB would like to give thanks to:

Brian for organising bank account

Katie for her safeguarding policy

Angela for coming up with legal agreement between PPG and surgery.

b) SDF application –monies were asked for improved toilets (disabled and staff) and for a new electric door for disabled access at the back. Quotes were requested. There are lots of questions re the legal agreement that need answering.

Possible 3rd grant – Katie Chubb checked out 3rd grant and not available to us but checking for other schemes that may be available. These are put in as community group request not surgery business request. If the group register as a charity more funding would be available – complex to set up. Self-fundraising would help.

7. **Thoughts for the future**

See above

8. **Any other business**

We have been flooded twice in last month. Richard Hannigan organised extra supplies for any future occurrences after the second flood. It was rain water flooding not sewerage this time. Anglian Water have investigated and offered suggestions to help reduce the amount of water going into the drain. Builder has been out to look at sorting the issue. The non-return valves are working which reassures us it was rain water and not sewerage. Mr Drury (council) was uncontactable. Floodline was uncontactable. No one from council has been in touch with Angela since. JB to contact Richard Hannigan for clarification of who is responsible, also ask why flood line unmanned.

Thanks to GS for his attendance and hard work to help clear up.

JB offered sack barrow if needed in future for manoeuvring sand bags

JB to send thank you letter to Route66 – for providing sandbags and putting them in place.

Fumes in School Road were outside of European Standards limit by 75% therefore the roadworks were moved and traffic redirected to reduce the emissions.

9. **Next meeting:** Monday 24th February 2020 at 12 midday.