

PATIENT PARTICIPATION MEETING ON 9th January 2017

ATTENDED

Dr SK Naeem,
Angela Elsom
Carol Binks

Mr John Berry
Mr Bernard Kelly
Mrs K Milner
Mr Gareth Stacey
Mrs Maryjka Pyggot
Mr Ron Moore

APOLOGIES - Mrs P Hodson
- Ms R Crabtree

1. Previous Minutes.

The minutes from the previous meeting were agreed and approved. Proposed by Mr Kelly and seconded by Mr Moore.

2. Matters Arising

The bolts have been removed from the car park.

3. Doctor's Report.

In November the surgery was flooded and we had to work in car park and the Methodist Church Hall whilst cleaning was in progress. This seemed to work out quite well. We were able to keep the surgery in the village which was better for all our patients. CCG came to see the damage from the flooding and said we couldn't use the building due to contamination issues.

We had to deal with the contamination issues – had a deep clean and repairs to the surgery. Anglian water have talked about putting a non-return valve in the system to prevent flooding in the future – to contact Anglian water regarding drains and let John have their telephone number to look at the services for the village as a whole as a Parish Councillor.

We have been given booklets by the CCG to distribute to patients regarding treating coughs, colds etc. We are giving out the booklets along with prescriptions as they are collected. We are trying to give one per family and to new patients. The idea is to reduce unnecessary attendances at A/E and the GP surgery during the busy winter periods.

4. Practice Managers Report

The patient list size continues to grow we are now up to 1355.

The CCG have divided the area into 3 Care Networks. The Practice Managers for our network are meeting once a month to look at things that have been discussed in the previous meetings and see if they can do anything to be proactive in these areas. Work has been

done around the social care aspects of the Care Networks; however nothing seems to be done to help the GP's at present. An example of this is the phlebotomy service; we don't get paid as a surgery to do hospital bloods and the CCG are looking to centralise the service. We are trying to do bloods within the surgery as we are small and our patients find it difficult to get to hospital if the bloods are requested by the hospital. We would like to keep this service in house and we are meeting as managers to look at this issue.

If Dr and Angela feel it would help to send a letter from our PPG group to the CCG regarding these services. We have lost one of the bus services which some of our patients would have to use to get to the surgery.

5. **Chairman's Report**

There is nothing new to report this month.

In this meeting we are going to go through the results of the survey we did in October. Mr Kelly has printed the results on a laminated A3 sheet so it can be put on the notice board for patients to read. The results show we seem to be the same as before and there are not a lot of negative comments but lots of positive ones.

Mr Kelly has decided to resign from the PPG group effective from this meeting. Mr Berry thanked him for the services he has given to the surgery.

6. **Improvement Priorities Progress**

We had the chance to bring the bid for alterations to surgery forward following the flooding however everything would have had to be finalised and completed by 31st March 2017. As we thought this was untenable we have decided to leave the bid until April 1st; however we have the paperwork and can start putting the bid together with the justifications for it in time for when the window opens in April.

7. **Thoughts for the future**

Nobody had anything new to discuss.

8. **Any other business**

No other business.

9. **Next meeting:** 6th March 2017 at 12 midday.