

The Beaches Medical Centre Patient Participation Group Meeting

Friday 28th June 2019 @ 10.00

Minutes



Present:	Ray Cleveland Tina Cleveland Graham Dunhill Jill Emmerson Lyn Gibbs Sue Knight	Martin Knowles Sandra Peppiatt Dawn Reeve Chris Smith Tony Waring John Watt
Apologies:	Dawn Barnham	Teresa Plane

Item	Action
<p>1. Tina welcomed everyone to the meeting and the minutes from 22nd May were agreed as accurate.</p> <p>2. The action point log was reviewed and updated as follows: AP16/18 – C/F indefinitely AP34/18 – C/F, Dawn will speak to Karen about this AP14/19 – C/F AP 15/19 – Cleared AP16/19 – C/F, Lyn to chase up a response AP19/19 – Cleared POD service starts at 9.00am.</p> <p>3. Practice Update: CCG spoke to Dr Gopaul and Dr Moghaddas expressing their concern that there are only two partners at the practice. As a result, an expression of interest email was sent to all the GP practices within the Norfolk and Waveney area asking for any expressions of interest in merging with or joining the Beaches Medical Centre. Responses due by 7th July and, to date, three practices have phoned asking for more information. CCG have offered a significant amount of money over a five-year period to whichever practice offers help and, in the meantime, weekly meetings are held with CCG. CCG has also said that the prescribing team can no longer do the work they have been doing which will put a lot more pressure on the GP's. Winnie, clinical pharmacist, has started work and is doing well. Gina, secretary is retiring this week and two reception staff are expecting babies. Gorleston locality are looking at employing a pharmacist to support both the Millwood Partnership and the Beaches Medical Centre.</p> <p>4. Primary Care Networks (PCN): These were previously known as localities and funding is available for various projects and initiatives. All the GP's in Gt Yarmouth and Waveney area have combined under the name Coastal Health so that joint bids for project funding can be made. The joint PPG Forum meetings work very well in the Gt Yarmouth & Waveney CCG area but now need to see how this can be taken forward in the future under the larger Norfolk and Waveney area. Millwood Partnership are trying to set up a PPG and have their first meeting on 8th July. Tina and Lyn have been asked to attend to share best practice and to support them in this endeavour. Once the PPG is up and running it is proposed that members from both PPG's get together periodically to hold a joint PCN PPG meeting.</p>	

5. Shrublands Workshop:

Dawn, Tina and Lyn were invited to attend this workshop on 7th June along with representatives from acute and primary care, GYBC, voluntary organisations, ECCH, CCG, the architect and the business case writer. Discussions centred on the proposed new build on the Shrublands site and included “blue sky thinking” on what services could be offered. Funding still has to be secured which would hopefully come from an external partner.

6. Publicising PPG Events:

Suggested that in future, events such as Carers week could be publicised better by displaying bunting, balloons, posters etc at each surgery so that patients would be more aware of what literature was being displayed without the need for committee members to be in attendance. Perhaps have a board or easel to display information.

AP20/19 Tina to look online at what is available that would be suitable for displays in the surgeries.

More patient surveys need to be completed to make the survey viable, so this is ongoing. It was suggested that staff should offer these to patients after their consultation.

It was also queried whether the committee would prefer to be assigned to a specific surgery rather than sending out emails to check who would cover which surgery. Majority preferred to leave the system as it currently stands.

7. Any other business:

- Tap2Tag – CCG have said that by distributing the free samples that the practice is promoting the company and must not offer these to patients. Tina has sought advice from NAPP and has a meeting with Annie Baldry, CCG, to discuss. CCG say that the product is not endorsed by the NHS (although they are by other charities), and that it could be a security breach in patient confidentiality. The question is whether the PPG is independent of the practice and therefore, not governed by the CCG?
- The PPG bank account currently stands at £138.73.
- The DNA posters haven't been put up yet so Dawn will follow this up.
- CQC were sent a letter on behalf of the PPG – a copy of the letter along with the response was circulated to the committee for information.
- Staff photos need to be updated so Lyn is waiting for Karen to advise best times for photos to be obtained from staff and clinicians.
- It was questioned if POD can remove a medication from a patients repeat list of medicines as this happened and the GP had to be asked to re-instate it.

AP21/10 – Dawn to check the patient's prescription re repeat medications.

- Online prescription ordering comes under the Beaches Medical Centre.
- The website is nearly finished Dawn just needs to agree the homepage content.
- The engineer has been to each site inserting the “brain” for the new telephone system and the new “call centre” should be operational end of July.
- Dawn will remind clinicians to use the screen to call patients through rather than the tannoy system which is hard to hear.
- The NAPP certificate expired in February 2019 and the account is still registered as Central Healthcare Centre.

AP22/19 – Tina to contact NAPP administration to update the name etc.

- Graham, Trevor Saunders and Dr Arden Ross attended East Coast college and

Tina

Dawn

Tina

spoke to students about PPG's and having a voice about primary healthcare. Majority of students present indicated a keenness to attend and participate in PPG meetings and had some good ideas especially around bullying. Members agreed it would be good to have younger people representing their views at our PPG meetings.

- PCN's - It is important that the PPG's are able to be involved with these as they are "the voice of the people" and represent the patient views and opinions.

8. Dates for future meetings of The Beaches Medical Centre PPG:

Friday 16th August 2019, 10.00am at Sussex Rd, (Chris will Chair.)

Friday 20th September 2019, 10.00am at Hopton

Meeting closed at 12.10.