**Terrington St Clement Surgery**

**Patient Participation Group**

Minutes of the Meeting dated 11th October 2017, held at the Surgery

Present: Dr Imran Ahmed – Lead GP.

Sheila Young – Chairman

Michael Scott

Beverley Scott

Bryan Fones

Kivi Juha

Barbara Hill

**Apologies for Absence.** Alan Sherfield, Betty Lewis, Shirley Fones.

**To approve the minutes of the last meeting.** Minutes approved as a correct record.

**Matters arising from the minutes. (unless covered elsewhere).** Janet McCarthy had volunteered to hold a McMillan coffee morning at the Surgery, but is unable to do so now because of a change in her working times.

**Chairman’s report.**

Sheila reported that she had attended several meetings.

**25th July, 2017 Queen Elizabeth Hospital Board** meeting. There is now a full Board compliment, with Chairman-Edward Libbey; Chief executive – Mr Jon Green, chief Nurse – Emma Hardwick, supported by financial management. The stated aspirations are to aim at financial sustainability, to improve communications at all levels, and to raise the standards of patient care. Patient experience sessions are included at Board meetings, aimed at highlighting poor experiences, and learning from mistakes.

**6th September 2017 West Norfolk Dementia network.** This has now been re-structured, demonstrating the need for better knowledge and awareness of mental health needs in general, better pathways of communication, particularly on admission to hospital for other conditions, and improved diagnosis rates. There is also a need for better recognition, awareness and accessibility of support groups, particularly for crisis situations.

**7th September, 2017 Health Overview and Scrutiny NCC** Items addressed as in need of improvement: Poor provision of speech and language therapy, poor provision for Autism , poor provision for mental health care for children and young adults, and lack of intermediate beds for recovering patients.

**Borough Council** to discontinue its Disabilities Forum in favour of appointing a Disabilities Champion. No details yet.

**With the combined efforts of the CCG and the QE Hospital, DXA Scanning will continue to be provided in West Norfolk, and integrated within the Hospital. The two specialist Nurse Practitioners will remain in post.**

**Treasures Report.** The balance at the bank remains the same at £926.07.

Dr Ahmed has received quotes for a new defibrillator and a CPR machine.

A benefactor has offered to purchase the two pieces of equipment for the surgery. The Chairman to follow this up.

**Surgery Report.**

During the Doctors holiday periods appointments have been a little tight, and the winter rush started earlier this year. In November the Nurse Practitioner will be taking time off and this will have a knock-on effect with appointments. However, the three remaining Doctors will be working extra hours to cover. It is only likely to be for a two-week period.

Two Nurses also became ill at the same time and another was on holiday. An extra Nurse was hired on a part time basis. She is a Nurse Prescriber and attends on Tuesday’s at present. Both Nurses who were ill are now both back and are working to catch up on the backlog.

The flu jab sessions are going well with six hundred flu jab having been administered in the last month and all the Care Homes have been done.

A member commented that on a positive note, he had several appointments with Simon over a period and on each occasion, he was seen spot on time and greeted with a friendly welcome and was very pleased with the service we offer.

**Forward Planning.**

The Chairman had received the Christmas Raffle Tickets from the printers and would distribute some to each person to sell. She asked for any volunteers to sit and sell tickets in the Surgery to please let her know. Dr Ahmed will also ask the Staff to oversee the tickets left on the reception. Additional prizes are still needed. The draw will be on the 13th December at 1300, at the Surgery.

**Members Participation.**

The Fermoy Unit is designated to be closed to Patients, but Chatterton House is having sixteen on suit units added to the premises. These units will be used for those people in crisis. It was felt that sixteen units was not enough places for the West Norfolk area. In 2016 we wrote to Sir Henry Bellingham with our concerns when the CQC had completed a previous inspection. The meeting agreed that a further letter should be written with a view to upgrading the Fermoy Unit to required standards, instead of its closure. This will enable West Norfolk to have more available beds for Mental Health and an opportunity to provide accommodation for both the young and elderly Patients in crisis, in this expanding rural area.

**Any other business.**

**The Christmas raffle will be drawn on the 13th December 2017, in the Surgery and will start at 1300 approx.**

The meeting closed at 1900.

**The Next Meeting will be at 1730, 13th December 2017**

**At Terrington St Clement Surgery.**