**Terrington St Clement Surgery**

**Patient Participation Group**

Minutes of the Meeting dated 9th August 2017 held at the Surgery

Present: Dr Imran Ahmed. Lead GP.

Sheila Young. Chairman.

Betty Lewis. Queen Elizabeth Hospital Governor.

Bryan Fones.

Michael Scott.

Barbara Hill.

**Apologies for Absence.** Alan Sherfield, Shirley Fones and Beverley Scott.

Sadly, Janet McCarthy has resigned due to a change of circumstances. She will be greatly missed and we send our good wishes for her future.

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

**Matters arising from the minutes unless covered elsewhere.** NHS England withdrew funding from the DEXA Scanner facility and concern about this has been forwarded to the CCG and to the Health Overview and Scrutiny Committee at County Hall, as it is seen as a very retrograde step.

Janet to be contacted re the MacMillan Coffee Morning.

**Chairman’s Report.**

Sheila reported that with reference to Mental Health Care, she took the loss of the Admiral Nurses issue, to the Health Overview and Scrutiny Committee at County Council, they appeared not to know about the withdrawal of funding. There is now an effort to get the funding replaced.

There will be an Older Persons Forum Public Meeting on the 19th September 2017 and the subject will be Living with Arthritis. It is to be held at St Michaels in South Lynn from 0930 – 1300.

**Treasurers Report.**

The Bank balance remains the same at £926.07p.

**QEH Governors Report.**

All of the new Executive Team are now in place. The Non-Executive Team are also in place apart from one who will be retiring in September.

The Buggy service which was talked about at the last meeting will not now being going ahead. It was thought that this should be delayed until the new Team are in place. There have now been concerns raised from the Team, which will now be investigated to try and find a solution.

Some of the Pre-Registered Nurses that Betty had been working with have gone on to become Registered Nurses and are now working in the Hospital.

The STP, Sustainability and Transformation Programme, is ongoing and had a meeting in Norwich. It is for all groups of people in the West Norfolk area all meet. There were twenty four organisations having an input.

The Annual Members meeting of the Queen Elizabeth Hospital was well attended. There was a presentation made by the New Chief Executive. Discussions about West Raynham Ward, which is the Stroke service and how that works and has been accredited and won an award.

A & E remains very busy.

A Place Inspection was carried out earlier and the results were good apart from one slight decrease in the score which revolved around the organisation of food. The issue highlighted was that the sweet was being served on the same tray as the main meal. It is preferable to serve the sweet separately. The League of Friends have now provided cool boxes so that ice-cream etc can be kept in there until it is served and will not be deteriorating before the patient receives it.

At the Board Meetings where there are always stories about Patients, which is very interesting. At the last meeting attendees were told how a man was admitted into Hospital and was put on a Ward which was not familiar of Patients with delirium. He was then discharged to his home but was readmitted and was put in a Ward that was familiar with delirium. This was obviously far better for the gentleman’s treatment and gave a far better explanation about delirium which was very striking.

The Patient Experience Action Plan has now got six actions which will be looked at and include, Patient Experience in general, Communication, Putting Patients first, Discharge, Frail Elderly Pathway and Assessing the needs of Patients with special requirements.

There will be a COPD Presentation in September and Betty will confirm the date.

**Surgery Report Dr Ahmed.**

Dr Ahmed reported that as a whole, the Surgery has been running well. However, there have been a few minor issues. A Nurse passed out and hit her head on a desk resulting in her being away from work for a little while. At the same time, a Health Care Assistant broke her finger and this resulted in a shortage of Nursing Appointments.

Dr Ahmed has updated the Patients Web site with new forms and new photo’s etc. and intends to update the Surgery Website in the very near future.

Dr Ian Mack will be leaving the CCG in September.

There is a lot of Practice unhappiness concerning the complex contracts which were set up in 1947. Surgeries who are on these contracts are paid to see a Patient, assess the problem and treat it, but not much else. The PMS Practices, of which we are not one, have had a lot of money taken away from them and are becoming more forthright in coming forward about unfunded work. Such things as dressings, B12 injections, ECG’s etc is extra work and have all been carried out by the surgeries, but they have not been funded. It does help if you have got an ECG and some of this extra equipment but it is classed as unfunded work and no one has ever been paid for it. This in effect is affecting the stability of St James'’, VIDA and Southgates. There was a threat to terminate this unfunded work. The CCG put out new contracts which were derided. However, it is hoped that a solution has new been implemented which will last for two years at least.

The CCG has got a lot of money to save, and so you either increase income or cut costs.

Dr Ahmed stated that as soon as he knew when the flu vaccines were to be delivered he would start Flu Clinics immediately. This is likely to be in September.

**Forward Planning.**

The Chairman will order the raffle tickets for the Christmas draw. First prize will be a £100 M & S voucher, second prize a crate of wine and third prize a £30 Prior’s meat voucher. However, Sheila asked if an effort could be made to obtain other raffle prizes by our members.

**Members Participation.**

Chairman Sheila, also pointed out that the PPG notices of forthcoming meetings were being taken down before they were finished. She asked if we could also have our own little table and a specific PPG notice board. Dr Ahmed said that a table was acceptable and when the Surgery was repainted he would ask for a notice board to be put on the wall.

Dr Ahmed said that the radio v television in the surgery waiting room, will be sorted out.

The Chairman also reminded members that we need to take time to sit in the Surgery to sell the raffle tickets if possible. She also gave a commitment to set aside time to herself to do as many half days as possible.

A question was asked as to who could attend a PPG. Any person who is registered at the Surgery can attend the meetings. There are no formal invitations or forms to fill in, and Patients registered can attend as and when they feel able. When NHS England made provision for PPG’s to be set up the aim was to have a balance of people but it is very difficult to encourage the younger element to become interested.

A Member asked if we could be told what is happening with Terrington St John Surgery. NHS England have issued the Provider already running the Surgery a contract for a further three years.

Dr Ahmed agreed that he would print off 200 copies of the survey that Janet had provided to promote the PPG and ask what times would suit most people should they wish to attend the meetings. They will need to be numbered by hand to enable us to collate how many were taken and how many were returned.

A Member also pointed out that perhaps some people might be put off if they are not medically minded. He pointed out that with some of the discussions that occur, he felt out of his depth and did not understand. Sheila stated that we were there to challenge and ensure that the Patient has an input with the way the Surgery provides.

A Member told the meeting that he had recently taken his wife to the eye Hospital in Wisbeach. He stated that he could not fault the service they provided. Another lady arrived was directed to an area to wait and there wasn’t a chair. The Nurse went away and got a chair for the lady within minutes. He stated that it was the little things that are done, even though the Hospital was extremely busy. The overall feeling was, that the Hospital had a very happy atmosphere and it was being very well run.

**Any other business.** None.

**Time and Date of next meeting.**

**1730 on Wednesday 11th October 2017.**

**At Terrington St Clement Surgery**