**Terrington St Clement Surgery**

**Patient Participation Group**

Minutes of the Meeting dated 14th December 2016 held at the Surgery

Present: Dr Imran Ahmed – Lead GP

Sheila Young – Chairman

Betty Lewis – QEH Governor

Shirley Fones

Bryan Fones

Carole Clough

Barbara Hill

1. **Apologies** Juha Kivi, Vincent Coggins, Janet McCarthy.
2. **To approve the minutes of the last meeting** Agreed as a correct record.
3. **Matters arising from the minutes (unless covered elsewhere)**

It was reported that the Raffle which was held at 1330 today went very well and the Basket of fruit had already been delivered to the winning ticket holder.

The Chairman drew attention to the new LILY Leaflet which has been updated and was far more user friendly with a variety of ways to contact with one dedicated telephone line for those requiring more personal contact and the facility for people to have a home visit.

The old social club at the QEH is now a Resource Centre and was officially opened on Monday. This is paid for by the Hospital and Unison the Trade Union and will be used for training.

1. **Chairman’s Report**

The CQC who visited our Surgery has not yet reported back but it was stated that it would take possibly two months for the minutes to be publicised.

Sheila has attended the Health Overview and Scrutiny Meeting, the Older Persons Strategic Partnership.

In the West of Norfolk we have now got a Nurse Specialist Practitioner for mental health and will be starting in January.

The Patient Partnership were visited on Monday by the new End of Life Care Facilitator from the QEH. She has been in post for a year and the Chairman will provide the relevant part of the minutes for distribution to the PPG.

One thing which has been introduced at the Hospital is that instead of the deceased property being presented to relatives in black plastic bags, a linen bag, coloured purple with a white tree depicted on it and comes in two sizes. These are already issued to the Wards for their use and have been paid for by the League of Friends.

There is also a Bereavement Service being introduced, in the near future.

At the previous Patient Partnership, there was a presentation given by Roy Crane who is a Modern Matron and Teresa Webb, Project Manager for Community Health and Care. Both are now working out of St James’s which is now more local for our area.

Sheila also took part in the interviews for the new post of the Chief Executive of the Clinical Commissioning Group

1. **Treasures Report**

The sale of raffle tickets made £673.00 giving a total of £926.07 in the account.

The Chairman reported that the Surgery had an outstanding need for a new defibrillator. The main reason for needing a new one is that the existing equipment has no paediatric pads. Sheila asked if we could agree to put money towards this item. Everyone agreed.

1. **QEH Governors Report**

The Hospital is still very busy but that is inevitable. The Sustainability and Transformation Programme that all Foundation Trusts are having to complete, Governors have received a summary of that and is setting out all the categories that need to be addressed.

The Governor election papers are due to be sent out the week commencing 3rd January 2017. There are five places in West Norfolk and eight people have so far been put forward.

Betty reported that the QEH were top in the whole of England with 97.7% for A & E performance. This is an excellent achievement.

1. **Surgery Report**

Dr Ahmed thanked all the members for their help with the raffle.

The CQC report, although it is not yet ready for publication, Dr Ahmed has been told unofficially that we had a good inspection and that we had been judged outstanding on one part of our procedures. We will not now be rated again for a further five years.

Everything seems to be ticking over nicely and there had only been two minor complaints which he has dealt with. One was a reception complaint and the other a prescription issue. There were no Nursing or Clinical issues.

1. **Forward Planning**

There were no forward planning issues to discuss.

1. **Members Participation**

Dr Ahmed was asked to look into the poor quality of the toilet paper now being provided at the Surgery.

An issue about parents parking in the Surgery Car Park whilst waiting to pick their Children up from the Schools was highlighted by a member. It was suggested that this could be pursued with the Head Teachers at the Schools. Dr Ahmed said that so long as Ambulances could attend the Surgery when required immediately, he preferred parents to park in the car park and not on the congested road, for the children’s safety.

1. **Any Other Business**

Carole stated that she would be resigning from the PPG and that this would be her last meeting as certain things were not in accord with how she felt they should be. She felt that more work should be shared out for others to assist.

She was thanked for her help and that she would be missed.

**The Meeting Closed** at 1830

**The next meeting will be the Annual General Meeting on 8th February 2017**

**At 1730 - Terrington St Clement Surgery**