**Terrington St Clement Surgery**

**Patient Participation Group**

Minutes of the Meeting dated 1st June 2016 held at the surgery

Present: Sheila Young – Chairman.

Carole Clough.

Janet McCarthy.

Alan Sherfield.

Barbara Hill.

Dr Imran Ahmed.

**Apologies for absence.** Betty Lewis, Juha Kivi, Vincent Coggins, Nigel Malkin, Brian Fones, Shirley Fones.

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

**Matters arising (Unless covered elsewhere).**

A clarification concerning the bathroom which needed repair was raised. The bathroom is at the Clenchwarton offshoot Surgery. It does need a considerable amount of money spent on it and will be dealt with when the money is available.

**Chairman’s report.**

Sheila had attended the Health Overview and Scrutiny Panel at which she tabled Children’s Mental Health Care concerns, Unexplained and Sudden Deaths in Mental Health Care and Looked after Children. It has been highlighted from Schools that some of the Children in this category are showing signs of neglect.

Dr Ahmed said that we do have a Children’s Home in our area which has created some very complex issues to deal with. Children every year, have to have a review by a Doctor. However, it was decided that this would be best dealt with by the Hospital Consultants. Dr Ahmed pointed out that it was probably better for some Children to be placed here as it was somewhat isolated and therefore the Children were away from some of the temptations. Sheila added that post 11yr olds in this area are well monitored. She stated that if there are issues then they should be directly passed to her or to the Health Overview and Scrutiny Panel because this is an ongoing issue.

Care in the Community provided by Norfolk County Council has come in for some criticism and is now being monitored. Sheila, having been subject to care in the community commented at the point of delivery it was excellent but not so, for the organisation to whom it is then handed over to.

There has been no feedback as yet, concerning the Community Transport but this will most probably be discussed at the next Older Persons Forum. There is to be an Older Persons Forum AGM and Strategy Meeting on the 15th June 2016. Any over 50yr old are welcome to attend and not just those from Societies that support this type of thing. Input is needed from the people themselves and that is how it will be advertised.

**Treasurer’s report.**

There was an invoice presented to the treasurer for £20 to cover the lottery registration but there was a very kind donation which covered this. The balance at the bank remains the same at £253.07p.

**QEH Governors Report.**

Both the Wifi and the Theatre Improvements are on track. The Ward refurbishments continue, and if anyone has been in the Hospital hopefully you may have noticed new lighting in some areas, this I understand will continue throughout the hospital, making it lighter and brighter for all.

The Breast Care Clinic although already opened to Patients from the 12th April – it was officially opened by the Charles Hunniford, brother of Gloria Hunniford, Representing the Caron Keating Foundation on 20th May.

Car Parking changes seem to be working well, however it needs to be remembered that all cars parked need to have a current ticket. For those with Blue badges, there is a one off charge of £2.00.

A New Tele tracking system has started for the porters – this started last week – so I’ll update you further next meeting.

The hospital and the governors on the Patient Experience Group have been looking at how we can best give patients information whilst they are in hospital, it was suggested that A3 size placements were made – relevant to the ward – this includes various information, and can be read by the patient or their relatives whilst visiting – I will try to bring one for you to look at next meeting. They are laminated – therefore easily wiped and kept clean.

New visiting times are now in place 10.30am until 8.30pm, again I’ll update next meeting

Staffing is still an issues and continues to be looked at.

**Surgery Report.**

Dr Mason will be extending his hours from w/c 6th June.

Dr Nicholl broke her arm but there were no problems with coverage as no one else was away at that time.

Electronic prescribing was due to be implemented in two weeks but because there would have been too much work to be done in such a short period Dr Ahmed asked if there could be leeway in implementation time. Initially there was no agreement for this but eventually after contacting the CCG and others we have been put back on the list. There are only two practices in West Norfolk who are not doing electronic prescribing and they are Grimston and Litcham. The new electronic prescribing will be a great help to both Patients and Staff because once Dr Ahmed has prescribed and uploaded the signed Prescription he can authorise six months of medication without further contact. However, he can also stop the prescription at any time should there be any issues.

There has been a problem within the Surgery because the NHS payments are in complete disarray because a new company has taken over. This means that the surgery is owed a very large amount of money from NHS England. This has been going on since April and the hope is that this will be sorted out by the end of June as the costs are very large.

Dr Ahmed had other news from outside of our Surgery. He explained that there were three types of contracts which were in use for Doctors Surgeries. There is the GMS Practices, (General Medical Services of which we are under) this enables the Surgery to dispense. The PMS Surgeries which will include the Surgeries in Kings Lynn and Upwell and who were being paid the extra money for carrying out certain tasks and the APMS Surgeries, like Terrington St John, where they put it out for tender for a company to take over. PMS Surgeries have now had all the extra monies taken away. This has resulted in those Surgeries on the PMS contract to write to the CCG giving three months’ notice that they are going to stop a lot of services. Dr Ahmed is surprised by some of the services they are stopping because he believes that they are core services. Some of those services are standard leg dressings, spirometry tests which they are now going to refer to the Hospital and B12 injections amongst a long list of other services which they are not providing anymore. This will bring the payments down to what the GMS Practices are being paid but because we are allowed to dispense, this generates the extra money to pay for the other services which we provide. Unfortunately, there are approximately 90,000 Patients in West Norfolk who will be affected by this action and it may be down to the CCG to bridge that gap and pay for the extra services.

**Forward Planning**

The Chairman pointed out that the group really does need to get a more diverse membership with more patients attending. This could be achieved by putting another small advertisement in the Anchor Magazine. It was highlighted that more patients attended the meetings when there were more issues within the practice. It was also suggested that members of the PPG might be in the Surgery during the normal working hours to be on hand to talk to Patients, who may be interested and also to pick up information as to the way Patients see the Surgery working.

Dr Ahmed is also going to put the minutes onto the website which will also inform the Patients about the Group and it was suggested that information about the PPG could be put on the information screen in the Surgery.

**Members Participation**

A letter to Sir Henry Bellingham concerning the Fermoy Unit had been prepared and agreed by members. This was signed by the Chairman and it was agreed to CC others for their information and support.

**Any Other Business**

None.

**Time and date of next meeting: 1730 10th August 2016.**

**At Terrington St Clement Surgery.**