

## Upwell Health Centre Patient Participation Group

# Minutes of the PPG Meeting held on Thursday 11 July 2019

**Present:** John Richardson (Chairman), Gordon Diffey, Sue Cowling (Treasurer), Janet Roden, Brenda Titmarsh, Marlen Moss-Eccardt, Sheila Forth, Jill Bliss (Deputy Chair), Pauline Hawksley, Nadia Shaw, Sue Richardson, Steve Reeves (for the Practice), Betty Lewis (QEH)

**Apologies:** There were no apologies.

**Matters arising:**

**Chairman's Report:** The Chairman welcomed the members of the PPG and in particular Nadia Shaw and Sue Richardson as new members of the PPG.

**Treasurer's report:** The Treasurer reported that the balance of the two accounts stood as follows:  
Business Current Account - £12.60  
Business Savings Account - £134.87

No change from previous meeting. Sue is waiting for a new card to arrive from Barclays as the old one has expired, hopefully to arrive in about five days.

**Practice Update:** Angela Mills began the meeting giving an informative presentation and update on the afternoon tea sessions for 'Isolated Patients' which have now been running for two years. These are held on the 4<sup>th</sup> Tuesday of each month and have become a very successful experiment. It has encouraged those either unable to or not prepared to attend the surgery to meet and chat over tea and cakes enabling Angela to pick up on various medical and social conditions that require help and/or treatment. The general purpose of the session is to aid people's well-being, encourage them to make friends and thus helping reduce illness and unnecessary visits to the surgery. The transport is a voluntary and valuable contribution for those who cannot drive themselves and has meant for some an opportunity to meet long lost friends. There has been a visit from the Wisbech Warblers, a celebration for a 70<sup>th</sup> Anniversary and plans for a choir at Christmas. The practice targets those they feel are most in need.

Angela also asked if the PPG had any further ideas of activities that could be of value and Janet suggested table top exercises, massage was also mentioned as well as a one day a week centre for individual activities. John will gather together any suggestions and pass them on to Angela.

Angela also asked if the members of the PPG could let her know who will be attending the afternoon sessions.

**New Build Update:** Dr Clarke continued the report from the practice expressing a hope that the renovations to the Surgery should be completed by the end of July. There are to be three new consulting rooms for Jake Fretwell, Debbie Craven (Clinical Pharmacist) with room for a trainee GP. Once everything is completed the staff should be able to use their own car park again, freeing up space in the public one.

The pharmacy robot is working now, staff are in control with a normal service now resumed. Debbie will be doing the patient drug and medicine reviews. The home delivery of medication is still free of charge and will continue to be so in the foreseeable future.

Flu Clinics are looming again and the dates are as follows: Saturday September 21<sup>st</sup>, Saturday September 28<sup>th</sup>, Saturday October 5<sup>th</sup> and Saturday October 12<sup>th</sup>. There is not a later session planned at the moment. John is to draw up a rota for these days.

Jill did ask if there was any chance of extending the car parking facilities but as the land is Council owned there is not much chance of that happening. Apparently Toby the Tram will be taking up residence in front of the practice too.

Nadia wanted to know if it was possible to access test results on System One.

The practice is still advertising for a new doctor but the pension crisis is driving doctors away and in particular the older and more experienced members of the profession.

**Queen Elizabeth Hospital Report:** Betty Lewis reported that there is currently a TV programme on Tuesday evenings showing activity in the new Day Surgery wing at the QEH. There is once again a new executive at the QEH and they are putting a new system of ward surveys and inspections in place. They are also looking at signage especially for people with dementia using black lettering on a yellow background but with new signage generally throughout the hospital. There was also a full ward fire drill but not using real patients. They are also encouraging the return of 'meal mates' a system where volunteers come in to help feed patients. The governors held a Stoma event at Knights Hill to support local people. There were stalls with equipment and information and a good attendance of about 250 members of the public. The members of the Foundation Trust also arranged a similar event for those with prostate problems and about 80 people attended.

There is the inevitable need to cut costs and a reliance on volunteers to help in different areas of the hospital. For instance, the Pharmacy use volunteers as runners to get drugs more quickly to designated areas, in particular for those waiting to be discharged.

The Executive have formed a group of four plus the Hospital Trust secretary to look into what needs updating and how to implement any changes.

Dr Clarke commented that the QEH often does not have appointments available and that it is impossible to book directly into a department e.g. Orthopaedic or Pain Management. A patient has to go through triage first and could end up at any hospital trust. This can make it very difficult for transport.

**Election of PPG Officers:** Sue Richardson was appointed as the Minutes Secretary.

**Any Other Business:** Elaine asked if something could be done about extending the Pharmacy opening times. It is particularly difficult with an 8.15 am appointment but the Pharmacy doesn't open until 9am. The general feeling is that the Pharmacy times are inconvenient especially for those who have to get to work as well as a lunchtime closure and no Saturday morning.

Brenda asked that the practice explain what the money collected from the raffle will go towards. Some companies will only give a substantial prize on this basis. Dr Clarke will speak to Jenny.

Elaine suggested that everyone approaches people for raffle prizes as soon as possible.  
Nadia asked if anyone has attended the PPG meeting from Health Watch. Betty is going to find out who represents West Norfolk.

Jill asked where and when will the PPG annual dinner be held. All suggestions to John please as soon as possible.

The meeting ended at 7.25pm

For your diaries the date of the next meeting is Thursday 12<sup>th</sup> September at 6.30pm