

## Upwell Health Centre Patient Participation Group

# Minutes of the PPG Meeting held on Thursday 12 September 2019

**Present:** John Richardson (Chairman), Sue Cowling (Treasurer), Janet Roden, Elaine Robinson, 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:** In the members present section Elaine noted that she had been left out but had been present. Sue explained the problems with Barclays Bank and in order to make transactions is now the account holder.

**Chairman's Report:** The Chairman welcomed everyone and started the meeting apologising that Jake cannot attend this evening but will give a talk at the next one. Next item was the raffle held during the Flu jab session the first one of which will be on 21<sup>st</sup> September and he asked for volunteers to give their names and dates when they could attend to help. The first two are only for the 65 year old and over patients with the first session being fully booked.

A request was also made for those who can collect raffle prizes from donors to do so as soon as possible and give them to John. Sue will hold all the money, as treasurer and said that there were enough raffle tickets left over from last year.

Once again the practice were asked to suggest a main item to buy with the monies raised and an Audiology Microscope was suggested by Steve costing around £5000 but an image needs to be given to Jill and Brenda who will approach the donors. The practice would also like to have a play area for children which would cost around £6000-£8000 and John suggested an application to the Blunt Trust to help fund this.

**Treasurer's report:** The Treasurer reported that the balance of the two accounts stood as follows:  
Business Current Account - £12.60  
Business Savings Account - £135.01

Slight change from previous meeting.

Sue explained the problems with Barclays Bank and the re-issue of a new card and in order to make transactions has had to become the account holder.

**Practice Update:** Steve Reeves introduced the update discussing staff changes.

Dr Haine is currently undergoing therapy for cancer and the practice have employed locum GP's to cover the four days a week she would normally work. There is no definite return date for Dr Haine but it is hoped she will be well enough to come back after Christmas. Zoe Harman who has a background in Community Nursing has joined the practice as a Health Care Assistant and has settled in well.

The practice is currently interviewing for a new dispenser.

Penny Burrows, one of the Nurse Practitioners, is leaving at the end of November but will be replaced.

There have been some rather disturbing examples of abusive patients with one example of violence towards several members of staff. Nadia asked about panic alarms which we do have in the Pharmacy and Steve said they are looking into staff having pagers so that problem areas can be identified especially for himself and James. Betty will ask what they do at the QEH and asked if staff were trained to deal with these violent incidents.

But at the moment the staff do feel vulnerable because the Police are at least twenty minutes away.

The practice is putting the necessary data protection assurances in place in order to record all voice calls to help prevent verbal abuse.

There is also a CQC inspection looming. It is almost five years since the last one and the practice has been notified that there will be an inspection within the next six months. It is a routine visit and there will be a two week notice period. It is hoped that some members of the PPG will be available to speak to the inspectors.

**New Build Update:** Final touches are being made to the new consulting rooms with some snagging to be completed, one room is already up and running.

**Queen Elizabeth Hospital Report:** A new CEO has been appointed at the QEH, Caroline Shaw, as well as a new Chairman and new non-executive directors. Although it is early days they do seem to be generating a more positive atmosphere with better engagement with the staff. All very proactive, working together is encouraged and executives are more visible around the hospital. Betty does feel that more interaction is taking place. The hospital is also recruiting nurses from overseas.

Hospitals are working together and looking at the new transformation programmes.

The government has given £69.7 million to three Norfolk Hospitals.

The Care Commissioning Groups of Norfolk and Waveney are looking at the possibility of a merger.

A Recruitment/Careers event was held on Saturday 7<sup>th</sup> September for both Clinical and non-clinical areas. There were approximately twenty stands manned by staff of all grades with 160 attendees.

Betty has attended several general meetings hearing some positive comments from patients about levels of excellence in some departments but there are still problems that need addressing. A&E too small for volume it deals with, built to cope with around ninety patients per day can have up to two hundred plus on some days and sometimes those patients with mental health issues may have to stay longer until a suitable place is found for them to be transferred to.

A fair number of complaints are coming in that need to be dealt with properly, this is being looked at carefully by the CEO.

On the up side, national Patient Surveys highlighted that cancer care is very good and the hospital is meeting its targets and this is the same with the treatment of children and young people.

Hospital Chaplains are doing more visits, around the hospital. Staff are also working hard with the armed forces because there is a new squadron based at RAF Marham.

New signage is in place throughout the hospital in yellow and black

Governors are being encouraged to shadow non-executive officers and Betty will be looking at A&E.

League of Friends have raised a magnificent £80,000 to buy a bone density scanner

**Any Other Business:** Marlen is a member of the League of Friends and suggested that the Chairman could give a talk to the PPG, she will look into that.

Rota to be organised for Flu jabs, Sue will attend all sessions along with Brenda, Jill, Janet and Elaine. Anyone else to let Chairman know dates they can do.

Pauline brought up the lack of privacy in the waiting room when speaking to the receptionist and Elaine suggested a perspex screen.

Meeting ended at 7.20pm

**For your diaries the date of the next meeting is Thursday 14<sup>th</sup> November at 6.30pm**