

Patient Reference Group  
For  
Hemsby Martham Ormesby and  
Caister

Chair Dilly Turton

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**Minutes of the meeting of the Coastal Partnership PRG at:**

**Martham Surgery on Monday 31st March 2014**

**Attendees.**

Name	Role	Surgery	Organisation
Dilly Turton	Chair	Martham	JPUH Trust Governor
Brian Jewell	Secretary	Hemsby	Winterton PC / Carers
Sharon Marsden	Practice Manager	All	
Shirley Weymouth	Patient	Hemsby	Borough Cllr
Judy Clift	Patient	Martham	Somerton PC
Julie Church	Patient	TBA	Trinity Childrens Centre
Shirley Coleman	Patient	Hemsby	Hemsby Monday Club
Pamela Richmond	Patient	Hemsby	
Stuart Brooks	Patient	Martham	JPUH Trust Governor
Rebecca Driver	Guest Speaker		Health East CCG

**Apologies.**

Name	Role	Surgery	Organisation
Lindsay Seward	Patient	Caister	
Linda Turner	Patient	TBA	
Rosemary Horrocks	Patients	Caister	

**Virtual Members**

Name	Role	Surgery	Organisation
Gill Lack		Hemsby	Somerton Parish Clerk

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### Minutes of the Last Meeting.

The minutes of the last meeting were accepted as a true record with the following exceptions:-  
None

### Matters Arising

- Memory Club. Shirley Weymouth reported back that the memory club has been restarted and will meet every Tuesday at St Mary's Community Centre, Hemsby from 10: 00 to 12:00, Tea coffee and biscuits will be provided.

### Matters Arising (Cont)

Receptionist	Action	Sharon
Shirley Coleman reported back on a 2nd Complaint about an abrupt receptionist at Hemsby, the receptionist was not rude but very unhelpful around appointments not being available on the day and none will be available until the following week	Sharon to talk to receptionists. Report on the outcome at the next meeting	

Phone Diagnosis	Action	None Required
Phone Diagnosis over the phone. It was reported that a patient was uneasy about being given a diagnosis over the phone.	Sharon explained how the Doctor might give a Diagnosis over the phone after for example receiving the results of a blood test. The Doctor can also talk to the receptionist and make an appointment for the Patient to come into the Surgery. Patients can always ask to see the Doctor to discuss any diagnosis.	

Nurses Appointment	Action	Sharon
It was reported that a patient attended a nurses appointment and had to wait 40 minutes after the appointment time.	Talk to the Nurses. Feedback the reasons at the next meeting	

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<b>General Discussion on Complaints</b>	<b>Action</b>	<b>All</b>
A general discussion then followed about making complaints and different experiences were shared by members, a concern that was understood by all was that some patients were frightened to identify themselves when making a complaint as this would lead to being taken off Surgery Lists. This is not the case and it was agreed that education was the key here and that meetings should take place with local groups to explain the role of the PRG and allay these fears.	Send contact details of Local Groups to the Secretary (Brian)	

<b>Meetings with Local Groups</b>	<b>Action</b>	<b>Brian</b>
Contact Local groups. Clinical Staff and Local Groups. Attended Staff meeting 28th April (Dilly) Attended Community meetings 1st & 7th May (Brian & Dilly)	Arrange convenient date for Dilly and Brian to attend Local Group Meetings.	

<b>Parking at Hemsby</b>	<b>Action</b>	<b>All</b>
The ongoing concern around parking at the Hemsby surgery continues.	Incidences of illegal parking should be reported to the Police and or Hemsby Parish Council.	

<b>2 Doctors Surgery's in Caister</b>	<b>Action</b>	<b>Sharon</b>
There was some confusion about 2 Doctors surgery's in Caister.	Talk to Hemsby Surgery to get them to inform patients that the surgery is at:-  North Caister Medical Centre Branford Rd Great Yarmouth	

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<b>Great Yarmouth and Waveney Clinical Commissioning Group</b>	<b>Rebecca Driver Director of Engagement</b>
<p>Rebecca Driver attended the meeting to give a presentation on, <b>How the new NHS works and how commissioning decisions are made</b>. Rebecca talk about:-</p> <ul style="list-style-type: none"> <li>• The Principles of the NHS</li> <li>• Your NHS</li> <li>• The Kings Fund</li> <li>• The health and care system from April 2013</li> <li>• NHS England</li> <li>• Public Health England</li> <li>• Clinical Commissioning (Groups CCG's)</li> <li>• Providers</li> <li>• Health and Wellbeing Boards</li> <li>• Healthwatch</li> <li>• Regulators</li> <li>• Commissioning</li> </ul> <p>The full presentation notes were handed out at the meeting.</p>	

<b>Review date on Prescriptions</b>	<b>Action</b>	<b>None</b>
There is some confusion around the Review date on prescriptions with some patients asking if they should be making appointments to see someone for the review	Sharon explained that this review date is for the surgery's to use. It is to remind Doctors to ask receptionist to book appointments to see any patients if necessary.	

<b>Daytime Meetings</b>	<b>Action</b>	<b>Brian</b>
There was a general discussion around the benefits of having daytime meetings and the rotation of venue's. The main issues were disabled access and travelling in the dark. Martham surgery was seen as the best solution to allay all the concerns	All future meetings will be held at Martham, and perhaps during the wintertime to have the meetings during the daytime.	

**The next meeting will be at Martham Surgery 6th October 2014**

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