

Patient Participation Group
 For
 Hemsby Martham Ormesby and Caister
 Chair Judy Clift
coastalprg@outlook.com



Minutes of the meeting of the Coastal Partnership PPG at Martham Surgery on Monday 9th April 2018

Attendees.

Name	Role	Surgery	Organisation
Judy Clift	Chair	Hemsby	Somerton Parish Council
Jackie Southern	Lead receptionist	Ormesby	
Sue Wilkinson		Caister	
Dilly Turton	Norfolk Healthwatch	Martham	
Steve Taylor	GP	Martham	Coastal Partnership
Lindsay Seward		Caister	
Jackie Goffin		Hemsby	
Liz Chalk		Hemsby	
Chrissie Turner		Martham	
Pamela Richmond		Hemsby	Hemsby Parish Council
Lindsay Seward		Caister	
Karen Kirk		Hemsby	
Ann Hislop		Caister	
Julia Cornish	Lead Receptionist	Caister	
Stuart Brook		Martham	JPUH
Mary	Clinical Pharmacist		Coastal Partnership

Jackie Tierney	Speaker	Acorn Centre	
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Apologies Rebecca Blackstone Simone Calnon Brian Herring Peter Lavender Sharon Marsden	Practice Manager	Martham Ormesby Caister Martham Coastal Partnership
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Item		Action
1.	Welcome, and election of Chair for 2018 to 2019. There being no other nominations, Judy Clift was elected for a further year	Judy
2.	Speaker, Jackie Tierney on the work of The Acorn Centre and Age Connected in Great Yarmouth. (formerly known as Age Concern Great Yarmouth) Jackie gave a full and fascinating account of the aims the Acorn Centre (next to Bazaar Bazaar) for people over 50 in the Great Yarmouth area, and the services it offers. The centre relies on the help of Volunteers to run its many activity and drop-in sessions. The key is to combat isolation by encouraging enjoyable and varied shared activities	All
3.	Minutes of the meeting of 9th January and Matters Arising . The minutes were agreed	All
4.	Action Log Review The Action Log was reviewed and updated – see the Action Log	Judy
5.	Patient. Satisfaction survey: amended document discussed again length. Stuart will make minor additions to the document, which is now in A5 format. The PPG will go ahead with this survey in the autumn.	

	(The three questions requested by the CCG PPG forum will be available with the FFT form)	
6.	<p>Meetings for General Public/Patients</p> <p>Organisation of event at Martham Carnival well underway. PPG volunteers needed to help on the day : Saturday June 30th. Please contact Jacquie Southam (jacqueline.southam@nhs.net) if you can help for an hour or so on the day.</p> <p>Further events will be organised in village halls or community centres, based on the experience at Martham</p>	
7.	<p>Discuss Work Plan for 2018</p> <p>See updated work plan.</p>	
8.	<p>Issues raised/surgery updates</p> <p>Requests to see a female GP reported to have been frustrated: Steve Taylor explained that with the current male dominated staff group, and with the four female GPs working part time, seeing a female doctor often requires a lengthy wait. The practice is aware of the problem, but cannot promise an early resolution.</p> <p>There is a national campaign to encourage self care. Some drugs will no longer be available on the NHS. Patients will be directed to local pharmacies.</p> <p>CQC: after the revisit, the practice is rated Good</p> <p>There is a new receptionist at Ormesby, and two new junior doctors. One, a female, is based at Caister.</p> <p>AOB</p>	
9.	<p>i) Bank holiday and weekend surgery closing was questioned: that service is not commissioned by the funders. Patients should use the 111 service and local pharmacies</p> <p>ii) Flu campaign: government pressure to increase uptake in 65+ group. Suggestion that Scratby Village Hall could be a venue. Pneumococcal vaccine available for the 65+, but vaccine can be in short supply.</p> <p>iii) Concern expressed about phone system at Hemsby: phone message and very long wait. Julia agreed to take it up with Nic Wood</p>	

10.	Date and Time and Venue for next meetings in 2018:- Monday 9th July 6 to 8pm Tuesday 9th October 1 to 3pm Please note all the meeting will be held at Martham Surgery	
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