



**ST STEPHEN'S GATE MEDICAL PARTNERSHIP**  
**PATIENT PARTICIPATION GROUP MEETING**  
**4<sup>th</sup> December 2023 16:30 pm – 18:00 pm**  
**Held at St Stephens Gate Conference Room**

**Present**

Noreen Neal (Chair)  
David White (Joint Minutes)  
David Edmonds  
Christopher Preston  
Dr Melissa Korn (GP Partner)  
Max Copson (Nurse Practitioner Partner)  
Anna McMillan (Executive Assistant to  
James Foster)

**Apologies:**

Pat Spallone (Joint Minutes)  
Sue Olver  
Barbara Lund  
Caroline Norledge  
Pauline Benton  
Angela Sanders

**1. Welcome and apologies**

Noreen welcomed everyone, with a special welcome to Max anticipating her imminent retirement.

She noted apologies.

**2. Confidentiality**

Those present signed the new confidentiality forms.

David E proposed that the forms should be sent by email to those members of the PPG who had not signed the form, asking them to return a signed form.

Any non-members attending a meeting would be asked to sign them before the start of the meeting.

**Action: Anna to circulate Confidentiality Forms to those members who have attended recent meetings but did not attend this (December) meeting.**

**Note:** There is a list of members at the end of these minutes.

**3. Membership of the PPG**

The above discussion raised the issue of PPG membership, noting that several of those listed at the end of all Minutes had not attended a meeting recently.

The meeting agreed that Noreen should send the Confidentiality Form to those patients, asking if they wished still to be members and receive the Minutes of PPG meetings.

Anna to bring a list of members who have signed confidentiality agreements to PPG meetings.

**Action: Noreen to circulate Confidentiality Forms to those members who have not attended a meeting in the last six months, asking if they wished to continue their membership.**

#### 4. Minutes of the meeting of 28<sup>th</sup> September 2023

These were approved.

#### 5. Matters Arising

Chris asked about the following:

- Whether the Versus Arthritis walking group had been advertised on the practice and PPG Noticeboards. **Action: still to be done.**
- Minute 9: What progress there had been with organising activities/talks at Chit Chat?
  - Noreen explained that progress with this was part of discussions about our future involvement with AgeUK, but we had no plans to do this by ourselves for the moment.
  - Concerning our ground rule “silence means agreement” he sometimes had difficulty in having thought through an issue to have decided with the speed at which discussion proceeded.
    - Noreen suggested that in this case, someone should raise their hand.  
**Action: Noreen to revise the Ground Rule appropriately.**

Noreen reviewed Actions completed since the September meeting.

- Coleen Humphrey is no longer a Board member of *OneNorwich* Partnership and unavailable to be invited to a PPG Meeting.
- A subgroup had discussed a confidentiality agreement and the Practice had agreed a proposed wording.
- A suitable wedge pillow had been ordered, but not yet delivered.
- A second bookcase was now in place in SSG and doing well.
- The Practice would pay for agreed PPG printing.

Actions still to be resolved:

#### **Actions:**

- **Develop a Chit Chat rota.**
- **Anna to make Microsoft Teams (the NHS preferred method) attendance available for future PPG meetings.**
- **Minutes of the September and future meetings to go on the website with due regard to confidentiality.**

#### 6. Practice Update – Melissa

**Staff updates:** Melissa informed PPG that the Practice Nurse (Helen Atkinson) and Advanced Nurse Practitioner (Laura Buckenham) are now in post and settling in well.

Locum GPs are in post while two GPs are on maternity/paternity leave.

Melissa said that the receptionists were sometimes subjected to unpleasantness from patients who were not given immediate appointments.

## 7. **OneNorwich and Primary Care Network Norwich (PCN)**

### **Background**

**OneNorwich**, now *OneNorwich Practices*, was set up to provide central support for the 21 GP Practices in Norwich with a range of provision<sup>1</sup>, including the Walk-in Centre and Vulnerable Adult Services which the PPG supported in a survey earlier in the year. They also provide GPs and nurses for the Home Visiting Service and a multidisciplinary approach for the specialist needs of Care Home in Norwich.

**Primary Care Network Norwich.** PCNs are groups of GP practices constituted to co-ordinate the provision of medical, social and mental health care. PCN Norwich is divided into four GP Surgery groups, which for SSG is the Central Neighbourhood group which includes the UEA, Lakenham, Castle and West Pottergate practices.

The administration for PCN Norwich is undertaken by *OneNorwich*, including the formal employment of all PCN staff.

Melissa introduced Dr Jeanine Smirl as the longest-standing partner, and who kindly came to the PPG to discuss the state-of-play with the PCN and *OneNorwich*.

Jeanine explained that she has recently resigned from being a Director of *OneNorwich*.

She discussed the implications of the recently announced closure of *OneNorwich*<sup>2,3</sup>. The cause of this was a combination of reduced funding from the Norfolk and Waveney Integrated Care Service together with poor financial management. The possibility is that the support provided would cease, including the provision of the Home Visiting Service and clinical support for the two Care Homes in SSG's area (Laurel Lodge and Chiswick House). If so, these functions would fall on SSG medical staff.

Discussion broadened out to discuss the pressure on SSG staff. The following were discussed:

- The abuse and unpleasantness received by receptionists and the telephone team when the time delay for an appointment was longer than a patient wished for. Melissa explained that patients with urgent needs were normally seen the same day, but for others there was currently a four-week wait. On the day of the meeting the triage doctors had taken 125 calls.
- The recent announcement of increased salaries for GPs had not resulted in full funding into the practice, meaning that providing that salary increase had not been paid, the practice not being prepared to reduce the service being provided.
- Melissa felt that frustrated patients might be less so if they had a better understanding of the variety of functions undertaken by GPs.

<sup>1</sup> <https://onenorwichpractices.nhs.uk/our-work1/extended-primary-care>

<sup>2</sup> <https://www.edp24.co.uk/news/23873762.shock-uncertainty-one-norwich-practices-collapses/>

<sup>3</sup> <https://onenorwichpractices.nhs.uk/media-statement-future-of-onp>

PPG discussed whether there were ways that they could support the practice with these issues, perhaps dedicating the next issue of the Newsletter to the topic.

**Action:**

- **PPG be provided with information about the work undertaken in a typical GP day including start and finish times.**
- **PPG to consider in a group meeting how best to support the practice concerning the pressures.**

**8. Meeting of PPGs at Thorpewood**

Noreen reported that the PPG would attend two further meetings of the group organised by Mike Hidden at Thorpewood in order to assess the benefits of being part of these meetings, with herself and David Edmonds alternating with Pat Spallone and David White.

**9. Chit Chat**

- Noreen reported that a further discussion with Ellie from AgeUK had been postponed because of her illness.
- Melissa/Anna agreed to ensure that new nursing and GP staff (e.g. locums) were aware of Chit Chat as a social prescribing resource.
- Melissa said that someone might be able to help set up Chit Chat on a regular basis. She would look into possibilities.
- Noreen outlined the plans for the Christmas Chit Chat on Thursday (7th December).
- Max asked whether information about allergens in the food at Chit Chat was displayed. **Action: Display allergen statement at Chit Chat.**
- The current balance in the Chit Chat account held by Noreen is £3.30.

<b>Chit Chat Finances</b>	<b>Paid out</b>	<b>Paid in</b>	<b>Balance</b>
<b>Balance 28/9/23</b>			<b>26.58</b>
Takings Oct-Nov		7.00	33.58
Provisions Oct-4Dec (Christmas CC)	30.28		3.30
<b>Balance 4/12/23</b>			<b>3.30</b>

**10. Finances**

The balance in the PPG account on the meeting date is £580.50. Transactions since the last meeting are shown in the Table below.

<b>PPG Finances</b>	<b>Paid out</b>	<b>Paid in</b>	<b>Balance</b>
<b>Balance 28/9/2023</b>			<b>527.06</b>
Money Box PPG (a second one)	33.99		<b>493.07</b>
Bookstall Donations Sep-Nov10 SSG		45.38	<b>538.45</b>
Bookstall Donations Sep-Nov10 NRS		42.05	<b>580.50</b>
<b>Balance 4/12/2023</b>			<b>580.50</b>

**Note:** the data in the PPG Minutes include payments received up to the date of the meeting. If payments are received after the SSG Finance Department sends

transactions for the Agenda, there is a difference between the SSG figures and those reported. The meeting reports are thus normally more up-to-date than the SSG accounts.

Max asked whether PPG would consider purchasing either one or two (one for each surgery) pulse oximeters for babies, at £106.54 each. The standard finger pulse oximeters were too large to be used for babies, and oxygen saturation data was needed especially for babies referred to NNUH. PPG members at the meeting agreed to fund two 'baby' oximeters.

#### **11. Newsletter – Winter Issue due February**

PPG will consider an issue dedicated to understanding the many roles and the current pressures within the practice.

**Action: David W to propose specific content of Winter Newsletter.**

#### **12. Bookcases**

It was suggested that a photograph of all the items purchased for the practice with PPG funds, most of which came from sales from the bookcases, should be placed above each of the bookcases.

**Action: David W agreed to prepare photographs of PPG-funded material for each bookcase.**

#### **13. Dates going forward:**

Future proposed dates to be confirmed.

- Monday 22nd January 2024
- Monday 25th March 2024

Anna to investigate future dates through 2024

#### **14. Any Other Business**

The meeting concluded by PPG expressing its best wishes to Max on her imminent retirement and thanking her for all she had done for the practice over many years including her strong support and contributions to the PPG.

This was celebrated with cake and general discussion, Max saying that she hoped to meet us in the future, but not as patients before she left.

David White  
6 December 2023

#### **Summary of Actions**

- Noreen to circulate confidentiality forms to those not attending PPG, with a question about future involvement for those who had not been to a recent PPG meeting *and* had not sent apologies.
- *Versus Arthritis* walking group to be advertised on the practice and PPG Noticeboards.
- Noreen to revise the "silence means agreement" Ground Rule.

- Develop a Chit Chat rota.
- Anna to make Microsoft Teams attendance available for future PPG meetings.
- Minutes of the September and future meetings to go on the website with due regard to confidentiality.
- PPG be provided with information about the work undertaken in a typical GP's day including start and finish times.
- PPG to consider in a group meeting how best to support the practice concerning the pressures they are under including as a topic in the next Newsletter.
- Anna/Melissa to arrange for someone to help set up Chit Chat.
- Display allergen statement at Chit Chat.
- David W to propose specific content of Winter Newsletter.
- David W agreed to prepare photographs of PPG-funded material for each bookcase.
- Anna to investigate future dates through 2024.

### **PPG Membership for Information**

Noreen Neal (Chair), Sue Olver (Vice Chair), Pat Spallone (co-minute taker), David White (co-minute taker), David Edmonds (acting Health & Safety Officer), Elizabeth Groves, Marilyn Lucius, Barbara Lund, Caroline Norledge, Christopher Preston, Howard Tidman, Hilary Walshe, Anna McMillan (Executive Assistant to James Foster), Dr Melissa Korn (GP Partner).

### **QR Code for Newsletters**

