



**ST STEPHEN'S GATE MEDICAL PARTNERSHIP  
PATIENT PARTICIPATION GROUP MEETING  
18 March 2024 16:30 pm – 18:00 pm  
Held at St Stephens Gate Conference Room  
DRAFT MINUTES**

**Present**

Noreen Neal (Chair)  
Pat Spallone (Joint Minutes)  
David White (Joint Minutes)  
Annie Cook  
Mark Dunn  
David Edmonds  
Elizabeth Groves  
Barbara Lund  
Maggie Wheeler  
Dr Melissa Korn (GP Partner)  
Anna McMillan (Executive Assistant to  
James Foster)

**Present via Teams**

Barbara Lund

**Apologies:**

Henning Sieverts  
Caroline Norledge  
Christopher Preston  
Angela Sanders

**1. Welcome and apologies**

Noreen welcomed everyone and noted apologies.

New members signed the Confidentiality Form.

A member thanked Anna for her work for the PPG and initiative. Much appreciated.

**2. Minutes of the meeting of 22 January 2024**

These were approved. Anna will put these on the SSG website.

**Action**

- **Anna to post the Minutes of the January meeting on the SSG website.**

**3. Actions from last meeting (4 December 2023)**

Noreen reviewed the status of these noting those completed and ongoing, prompting further discussion.

- Anna reported an ongoing reminder about ChitChat in the staff newsletter.
- Anna explained that the information on the patient feedback “Family and Friends” cards in the waiting rooms asking people for their experience goes directly to staff and that so far the feedback has been very positive.
- Anna informed PPG of the clinical staff profile of SSG’s large practice:
  - 18 GPs
  - 3 Nurse practitioners

- 1 Trainee advanced practice nurse
- 4 Practice nurses
- 1 Nurse associate
- 4 Healthcare assistants

#### **4. Practice Update – Melissa**

Things are working well with the new Central primary care network and we are expecting to transfer some staff who were previously employed by OneNorwich Practices (ONP) from the 1 April 2024.

These are: Abena Adani - Physician Associate, Angela Crabb - Pharmacy technician and Gemma Cooper - Care coordinator.

NHS England has published and from 1 April 2024 imposed a new GP contract, effective from the 1 April 2024.

The funding increase for general practice in England for 2024/25 will be 2.23%. According to NHS England this has been calculated as follows:

- 2% pay increase for GPs and practice staff;
- 2% uplift for the Additional Roles Reimbursement Scheme known as ARRS. These roles can include physicians' associates, pharmacists and technicians, care co-ordinators, social prescribers and mental health workers but importantly not GPs. We have a number of staff employed under this scheme in the practice;
- 1.68% inflationary increase;
- a 0.38% population growth (according to Office of National Statistics calculation).

In reality, the increase in the global sum being offered to general practice is at best going to be 1.68% - below the current rate of inflation (approx 4%). This is the 3<sup>rd</sup> consecutive year that the uplift in the GP contract has been significantly below the rate of inflation. In addition, there has been an almost 10% increase in the minimum wage effective from the 1 April 2024 so we are facing a significantly higher wage growth than has been funded.

This new contract has not been agreed by the British Medical Association (BMA). Recently 19,000 GPs took part in a referendum organised by the BMA asking if they supported this new contract. 99.2% of respondents said they did not.

#### **5. PPG Finances – Noreen**

Noreen explained that SSG kept a PPG account, and that she normally paid in money to that account just before the PPG meeting. The table below shows the transactions since the last meeting. The available funds are now £437.86.

<b>PPG Finances</b>	<b>Paid out</b>	<b>Paid in</b>	<b>Balance</b>
<b>Balance in SSG PPG a/c 17 March 2024</b>			<b>353.62</b>
Bookstall Donations Dec-Jan NRS		£26.31	
Bookstall Donations Dec-Jan SSG Main		£28.98	
Bookstall Donations Dec-Jan SSG Back		£28.95	
<b>Totals</b>	<b>£0.00</b>	<b>£84.24</b>	
<b>Balance going forward 18 March 2024</b>			<b>£437.86</b>

## 6. Bookcases

Noreen currently has enough donated books (9 boxes, 3 bags) and a bag of DVDs to stock the bookstalls.

Items bought with the bookstall funds for the benefit of patients and the practice were reviewed for the benefit of new members. Posters above bookcases in both surgeries provide information about these.

## 7. ChitChat

The current balance in the ChitChat account is £13.31 as shown in the table below.

<b>Chit Chat Finances</b>	<b>Paid out</b>	<b>Paid in</b>	<b>Balance</b>
<b>Balance 22 Dec 2023</b>			<b>£7.14</b>
Takings Jan-Feb		£8.77	
Provisions Mar	£2.60		
<b>Totals</b>	<b>£2.60</b>	<b>£8.77</b>	
<b>Balance 18/3/2024</b>			<b>£13.31</b>

Some nine visitors came to the monthly ChitChat in March, with several new faces who learned of it from SSG staff. Suggestion: place ChitChat posters at The Cedars where SSG staff make visits.

Noreen reviewed the current volunteer situation, with special mention of two volunteers who are not PPG members whose superb help is greatly appreciated. A new PPG member stepped forward to volunteer. Others will attend and help.

More volunteers are needed still for a rota.

Suggestion: ask City College about student volunteers. Noreen will approach.

Anna reported feedback of her outreach to practice partners about promoting ChitChat and potential for collaboration. Castlewood Partnership has been promoting and displaying posters. West Pottergate PPG are due to discuss further at a future meeting.

A member reported that the nearby Chapel Field Road Methodist Church has a weekly, all day Friendship Club every Tuesday with more features including a transport service and suggested that the PPG look into it for potential collaboration. One or two PPG members will visit the church Friendship Club.

**ChitChat poster.** The following revisions were agreed to clarify what ChitChat is and how it works: add line 'Community Coffee Morning'; amend a phrase to say 'Drop in anytime between...'.

**Actions:**

- **Deliver ChitChat posters to The Cedars care home.**
- **Noreen to approach City College in connection with volunteers at ChitChat.**
- **PPG members to attend the Methodist Church Friendship Club to understand how they operate.**
- **DavidW to amend the ChitChat poster.**

**8. Newsletter – DavidW**

The next issue will focus on pressures in the surgery and on clinical GP staff. DavidW proposed that the main focus of the Spring Newsletter is on GP Staff; the Summer Newsletter to focus on non-clinical staff.

Front page: feature Iceberg Model ‘The hidden work of the GPs and their teams’, with some minor adjustments for clarity. The meeting thanked a member and his daughter whose creative team produced the model.

Back page: A piece on ‘A Day in the Life of a GP’, with a view to doing something similar for nurse practitioners in a future issue. Melissa will take this forward.

A member suggested, in the light of discussion, some input on practice/GP liaising with the hospital.

**Action:**

- **Melissa to ask a GP to draft “A Day in the Life of a GP”**
- **DavidW to amend the Spring Newsletter**

**9. Meeting of PPG Groups at Thorpewood**

Noreen updated that she has not heard anything more about a future meeting of the PPG (Leads) Group at Thorpewood. She said that SSG PPG would be interested in another meeting if other PPGs also were.

**10. Dates of next meetings 2024:**

All Mondays at St Stephens Gate 16:30 – 18:00.

- 20 May
- 22 July
- 23 September
- 25 November

**11. Any Other Business**

None

Pat Spallone and David White  
12 April 2024

**Summary of Actions**

- **Anna to post the Minutes of the January meeting on the SSG website.**

- Deliver ChitChat posters to The Cedars care home.
- Noreen to approach City College in connection with volunteers at ChitChat.
- PPG members to attend the Methodist Church Friendship Club to understand how they operate.
- DavidW to amend the ChitChat poster.
- Melissa to ask a GP to draft “A Day in the Life of a GP”.
- DavidW to amend the Spring Newsletter.

### **PPG Membership for Information**

Noreen Neal (Chair), Pat Spallone (co-minute taker), David White (co-minute taker), David Edmonds (acting Health & Safety Officer), Annie Cook, Mark Dunn, Elizabeth Groves, Marilyn Lucius, Barbara Lund, Caroline Norledge, Christopher Preston, Henning Sieverts, Maggie Wheeler, Anna McMillan (Executive Assistant to James Foster), Dr Melissa Korn (GP Partner).

### **QR Code for Newsletters**

