



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

**Present**

Noreen Neal (Chair)  
Pat Spallone (Joint Minutes)  
David White (Joint Minutes)  
Annie Cook  
Mark Dunn  
David Edmonds  
Wayne Govender  
Henning Sieverts  
Dr Melissa Korn (GP Partner)  
Anna McMillan (Executive Assistant to  
James Foster)

**Apologies:**

Elizabeth Groves

**1. Welcome and apologies**

Noreen introduced new member Wayne Govender who signed the Confidentiality Form.

She welcomed everyone and noted apologies. Longstanding, much valued member Barbara Lund has retired. Members noted our appreciation of Barbara's contributions, Melissa with thanks on behalf of the Practice.

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

***Restricted times for communicating with the surgery on the SSG website.***

In response to a question concerning Minute 11, Melissa explained that 'General Enquires or Requests / Appointments' are turned off when the surgery is closed (Saturday and Sunday, holidays). Anna will clarify whether access is also closed on weekday evenings when the surgery is closed.

The Minutes were then approved.

**Actions:**

- **Anna to post Minutes of 22 July meeting on the SSG website.**
- **Anna to clarify restrictions to access to SSG web pages 'General Enquires or Requests/Appointments'.**

- **The PPG will communicate information about access and restrictions to above web pages to the patient community in the Newsletter and on PPG notice boards.**

### 3. **N.A.P.P. Corkill Award 2024**

For the benefit of new members, Noreen outlined that the purpose of the award, sponsored by the National Association of Patient Participation, is recognition of the work of PPGs, and is also an opportunity for PPGs to share experiences.

David White outlined a plan for completion of our application, closing date 16th October. The meeting agreed the following Actions:

#### **Actions:**

- **Noreen and DavidW to organise Corkhill Award 2024 application.**
- **Members of PPG to give comments to Noreen (cc DavidW) on Q1 and Q3 of draft Corkill Award response by 5th October.**
- **Melissa and Anna to draft a response to Q2 and Q4 (total c.250 words) by 5<sup>th</sup> October if possible.**
- **PPG patient members to meet during week beginning 7th October to draft full Corkill application and circulate for final approval.**

### 4. **Actions from last meeting (22 July 2024)**

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

**Student Volunteers:** A member is approaching City College freshly about student volunteers for Chit Chat.

**Methodist Church coffee morning:** Two members reported visiting the bi-monthly coffee morning ('Come & See, Craft & Natter') at Chapel Field Road Methodist Church with a view to potential collaboration with ChitChat. The gathering of some 7 women (men sometimes attend) was very welcoming and lively, took place in a comfortable room with its own ambience. It is a good place to signpost people to (it isn't advertised). Melissa suggested trying the popular Champion Pub nearby, with community garden and outdoor tables, as another possibility.

**Dermatoscope:** In response to the PPG's question at previous meetings, Melissa reported that practice staff had identified a useful resource to help their support of patients and asked for the PPG's view of purchasing it with donated funds. The practice would benefit with having a dermatoscope (hand-held visual aid used to examine and diagnose skin lesions and disease), to be kept centrally for GPs and other trained clinical staff. Melissa explained that ICB funding for a service which provided dermatoscope(s) for the surgery had been stopped and their dermatoscopes returned. Dr Casey is researching purchasing choices and prices for an SSG dermatoscope. The meeting noted the high prevalence of skin cancer and importance of early diagnosis. The PPG was in strong favour of the purchase with PPG donated funds.

A member said for future reference that so far PPG funds have been used to purchase medical equipment to support patients and the practice. There may be other kinds of resources, non-clinical, to consider.

**Artwork for NRS:** DavidW reported that the artwork related to images of Norwich work has fallen through the cracks at the moment. It was agreed this activity could stay on the back burner while other activities took priority.

### **Actions**

- **Noreen to liaise with Anna/Melissa about purchase of a dermatoscope.**
- **Someone to visit Champion Pub to see about interest in coffee mornings.**

## **5. Practice Update – Melissa**

### **Staff Changes:**

- Two new doctors have joined the practice to replace leaving GPs:
  - Dr Laureen Jacquet replacing Dr Mitchell;
  - Dr Deena Chayut replacing Dr Healy.
- Nurse Practitioner Willow Tarsey has joined the practice; a focus is minor illness and diabetes
- Nurse Hannah Thompson starts in November.
- A couple of university students are being recruited for Patient Services roles. Although the practice in principle offers apprenticeships with training, there isn't a neat model to fit these lower paid roles. The training for these younger people is created specifically for the role.

A member noted that money is available for training under the apprenticeship scheme. She will send information about this to the practice through Noreen.

### **Funding:**

- The practice received a further small increase to the April contract for staff pay increases: a 1.5% pay rise to salaried staff and another 3% back pay to April, resulting in an overall increase to salaried staff of about 6% (4.5%net).
- Recruitment of more doctors and nurses remains a need. The reimbursable roles under ARRS (Additional Roles Reimbursement Scheme) are import and valuable but ARRS funding doesn't allow use of these funds for hiring doctors and nurses.

**Continuity of care:** The practice GPs have been working on providing patients with a named GP since the end of May. Melissa reported that this continues to go well, making a real difference in benefit for doctors, patient satisfaction, and to staff when booking appointments.

**Physician Associate role:** a member asked how this role worked in the practice. Melissa explained that it is made clear to patients when their appointment is with a Physician Associate (PA). A PA will have a 2-year post graduate general medical education and be able to provide limited medical care; PAs in SSG have access to the duty doctor. If the patient's condition requires, they will be referred to a GP for an appointment.

## **6. PPG Finances – Noreen**

The table below shows the transactions since the last meeting. The available funds are now £835.00.

<b>PPG Finances</b>	<b>Paid out</b>	<b>Paid in</b>	<b>Balance</b>
<b>Balance in SSG PPG a/c 22 July 2024</b>			<b>£745.51</b>
Bookstall Donations Jul-Sep NRS		£24.34	
Bookstall Donations Jul-Sep SSG Main		£38.15	
Bookstall Donations Jul-Sep SSG Back		£26.30	
<b>Totals</b>	<b>£0.00</b>	<b>£88.79</b>	
<b>Balance going forward 23 Sept 2024</b>			<b>£834.30</b>

## 7. ChitChat

The current balance in the ChitChat account is £18.13 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 July 2024</b>			<b>£11.87</b>
Takings Jul-Sep		£10.03	
Provisions Jul-Sep	£3.77		
<b>Totals</b>	<b>£3.77</b>	<b>£10.03</b>	
<b>Balance 23 September 2024</b>			<b>£18.13</b>

Noreen reiterated the need for volunteers and disappointment that an SSG member of staff couldn't be released from practice duties to help for the last few sessions. Discussion highlighted key needs for ChitChat to thrive and continue:

- volunteers to help set up and take down tables and chairs at the start and close of ChitChat;
- a rota of reliable volunteers to cover monthly sessions;

Melissa/Anna will ask Kelly, Admin Manager, about availability of staff to help set up and take down tables at ChitChat once a month.

### **Actions:**

- **Melissa/Anna to ask Kelly, Admin Manager, about the availability of staff to help set up and take down tables at ChitChat once a month.**
- **Noreen and team to create a reliable ChitChat volunteer rota.**

## 8. NHS Underfunding GP practices: meeting MP Clive Lewis 14<sup>th</sup> September

DavidW reported that Noreen and four other PPG members had a productive and cordial meeting with our MP Clive Lewis to discuss our concerns about financial challenges and underfunding of GP practices and salaries, and to ask for his help to remedy this as a priority, for the benefit of patients. We outlined the situation as we understood it with evidence from the most recent GP contract and asked for his advice about what we could do to help our cause.

A main outcome was Clive's advice for us as a PPG/PPGs to get a group of MPs in our region to lobby Stephen Kinnock, Minister of State for Care responsible for general practice. In practice, that means getting several MPs from the Norfolk and Waveney ICB area involved through their PPGs. The aim is to make a loud noise in Parliament to be effective.

The meeting expressed some doubt that the considerable effort to recruit PPGs each with the support of their GPs and then MPs was likely to get us where we want to be. If a regional lobby were to go forward, we would do this in contact with N.A.P.P. The meeting left it open for patient members of PPG to decide whether to start the process of finding sufficient PPGs to take this approach forward, bearing in mind that the PPGs would need to come from different constituencies.

#### **Action**

- **Noreen and DavidW with input from other members to consider further developing a regional group of PPGs, supported by their practices, to lobby their MPs to in turn lobby the Sec of State for Care to address the funding and recruitment needs of GP practices with urgency.**

### **9. Child to Adult health services at age 16**

Henning reviewed the '@16' project organised by Framfield House Surgery PPG in Woodbridge, for young people reaching the age 16, at which time they become responsible for their own medical care as first discussed at the last meeting. Their PPG with input from practice staff had produced an information booklet and fanfold leaflet to raise awareness. Framfield House Surgery welcomes others using the booklet and leaflet, and some other surgeries have done so.

Melissa said that SSG informs young patients of these matters individually when they ask for or need health care. Young people generally aren't aware of these changes.

A member suggested sending the information to local high schools, and noted that the hospital has created a Youth Council, another possibility for dissemination.

#### **Action**

- **Melissa will look at information provided in the @16 documents with a view to its usefulness for SSG.**
- **DavidW will provide Anna/Melissa with electronic copies of the @16 leaflet and fanfold text .**

### **10. Bookcases**

Noreen reported having plenty of donated books for the bookstalls.

### **11. Summer Newsletter**

DavidW will take forward the next issue highlighting the work of non-clinical staff. This issue follows on from the previous one, which outlined the work of GPs and Medical Partnership that may not be visible.

#### **Action:**

- **DavidW to take forward the next Newsletter, liaising with Anna to be in touch with two admin members of staff.**

### **12. Any Other Business**

None.

### **13. Dates of next meetings 2024-2025:**

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

Noreen asked that members pencil in dates for 2025. Anna will inform us when these dates become fixed after meeting room availability is known.

- 25 November 2024. Confirmed.
- 27<sup>th</sup> January 2025
- 24<sup>th</sup> March 2025
- 2<sup>nd</sup> June 2025
- 28<sup>th</sup> July 2025
- 22<sup>nd</sup> September 2025
- 24<sup>th</sup> November 2025

Pat Spallone and David White  
Date 26 September 2024

### **Summary of Actions**

- Anna to post Minutes of 22 July meeting on the SSG website.
- Anna to clarify restrictions to access to SSG web pages 'General Enquires or Requests/Appointments'.
- The PPG will communicate information about access and restrictions to above web pages to the patient community in the Newsletter and on PPG notice boards.
- Actions relating to a Corkhill Award 2024 application.
  - Noreen and DavidW to organise Corkhill Award 2024 application.
  - Members of PPG to give comments to Noreen (cc DavidW) on Q1 and Q3 of draft Corkill Award response by 5th October.
  - Melissa and Anna to draft a response to Q2 and Q4 (total c.250 words) by 5th October if possible.
  - PPG patient members to meet during week beginning 7th October to draft full Corkill application and circulate for final approval.
- Noreen to liaise with Anna/Melissa about purchase of a dermatoscope.
- Someone to visit Champion Pub to see about interest in coffee mornings.
- Melissa/Anna to ask Kelly, Admin Manager, about the availability of staff to help set up and take down tables at ChitChat once a month.
- Noreen and team to create a reliable ChitChat volunteer rota.
- Noreen and DavidW with input from other members to consider further developing a regional group of PPGs, supported by their practices, to lobby their MPs to in turn lobby the Sec of State for Care to address the funding and recruitment needs of GP practices with urgency.

- Melissa will look at information provided in the @16 documents with a view to its usefulness for SSG.
- DavidW will provide Anna/Melissa with electronic copies of the @16 leaflet and fanfold text .
- DavidW to take forward the next Newsletter, liaising with Anna to be in touch with two admin members of staff.

### **PPG Membership for Information**

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

### **QR Code for Newsletters**

