



**ST STEPHEN'S GATE MEDICAL PARTNERSHIP
PATIENT PARTICIPATION GROUP MEETING
22 July 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)
Elizabeth Groves
Henning Sieverts
Dr Melissa Korn (GP Partner)
Anna McMillan (Executive Assistant to
James Foster)

Apologies:

Annie Cook
Mark Dunn
David Edmonds
Barbara Lund

1. Welcome and apologies

Noreen welcomed everyone and noted apologies.

A member attending for the first time signed the Confidentiality Form.

2. Minutes of the meeting of 18th March 2024

These were approved.

Action

- **Anna to post Minutes of 18th March meeting on the SSG website.**

3. Actions from last meeting (18th March 2024)

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

- General public access to The Cedars to deliver ChitChat flyers proved difficult. A member volunteered to deliver a bundle when they visit residents.
- Noreen approached City College to ask about student volunteers for ChitChat but hasn't heard back. A member volunteered to follow up the request with someone they know at the College.
- The Methodist Church Friendship Club, about which we wished to find out more as a potential ChitChat partner, is no longer running. The PPG members who visited the church will follow up to see if they are organising other related activities that we might learn from and have potential to co-operate with.

Actions

- **A member of PPG to distribute ChitChat flyers to the Cedars.**

- **A member of PPG to approach City College about student volunteers for ChitChat.**
- **Pat and David to discuss potential for collaboration on suitable activities with Wessex Road Methodist Church.**

4. Practice Update – Melissa

BBC Norfolk recently visited N2S (Norwich & Norfolk Day Surgical Unit) resulting in very positive local and national publicity coverage, prompting feedback to the practice. NHS England want to have a look at the facility.

<https://www.bbc.co.uk/news/articles/cd1783dy08go>

The practice GPs have been working on providing continuity of care to patients since the end of May. Continuity of care gives a patient a named GP, the doctor who they see regularly and who processes the patient's letters, deals with their prescriptions. A 'buddy system' is part of this, pairing a female and male GP. The benefits of this approach: for doctors is growing knowledge of their patients; patient satisfaction is better; and it makes it easier for admin staff booking appointments. The practice is evaluating the scheme monthly.

<https://www.rcgp.org.uk/News/continuity-care-importance>

Staff Changes:

- Clair Haylock, diabetes nurse specialist, is leaving at the end of August;
- Two new specialist nurses with diabetes training have been appointed to begin in September: Willow Tarsey and Hannah Thompson;
- GP Dr Alex Mitchell has resigned;
- New GP, Dr Laureen Jacquet, starts in September;
- Dr Hannah Healy is leaving; her replacement is due to start in September;
- Juliet Brown, Physician Associate, will cover for 6 months a staff member on leave.

A member asked about the new contract for GPs announced by the Health Secretary. Melissa said the talking was positive but a proposal only at this point, and there was a lot the Government had to do. The NHS contract, published earlier in the year, providing an increase in Surgery funding of 1.9%, had been imposed on GP Practices and they were working with that.

Waiting times now are back at 5 weeks due to summer, Registrars' away time. The practice is asking patients without urgent care needs to call back if they want an appointment rather than make an appointment many weeks away. The practice found that many recover in a few weeks waiting time and in many cases the patients forget a distant appointment and do not attend without cancelling the appointment, despite the practice's appointment reminder system (text reminder 48 hours before an appointment).

The PPG suggested we could help again e.g. with a reminder to cancel in the quarterly Newsletter. Does this tack work? We agreed the need to address the problem from different angles.

Action

- **Include a message about cancelling appointments in Newsletters.**

5. PPG Finances – Noreen

The table below shows the transactions since the last meeting. The available funds are now £745.50.

PPG Finances	Paid out	Paid in	Balance
Balance in SSG PPG a/c 18 March 2024			£437.86
Bookstall Donations Mar-Jul NRS		£121.88	
Bookstall Donations Mar-Jul SSG Main		£85.74	
Bookstall Donations Mar-Jul SSG Back		£100.02	
Totals	£0.00	£307.64	
Balance going forward 22 July 2024			£745.50

Melissa said she would ask nursing staff if they had requests for resources that would help their work.

Action

- **Melissa to ask nursing staff if there were useful resources to help their support for patients.**

6. ChitChat

The current balance in the ChitChat account is £11.87 as shown in the table below.

Chit Chat Finances	Paid out	Paid in	Balance
Balance 18 March 2024			£13.31
Takings Mar-Jul		£15.62	
Provisions Mar-Jul	£17.06		
Totals	£17.06	£15.62	
Balance 22 July 2024			£11.87

Noreen revisited the pressing need for more volunteers and reported a discussion by the PPG subgroup about ChitChat's future.

She had contacted the Women's Institute to ask if there was interest in volunteering and has yet to hear back.

Noreen reported a particularly difficult volunteer shortfall at the July ChitChat which started out with three helpers but ended up with just herself until another stayed to help despite an immediate appointment elsewhere. This meant that the heavy work of putting away big tables and closing up might have been left to one person not in a position to be doing that job. Melissa said that, should such a situation occur again, we ring the surgery and they will send a strong pair of hands to help.

July ChitChat attracted 9 visitors, regulars and new. Attendance varies month to month and hasn't yet reached the consistently higher pre-pandemic levels. We will revisit the situation in the new year.

Noreen explained for new members that Chit Chat, a monthly coffee morning at the nearby old hospital Chapel, was the PPG's response to the practice's social prescribing effort and knowledge of high rates of loneliness, organised as a community coffee morning, welcoming everyone.

Henning offered an idea from another PPG: they worked with local pubs who were happy to serve coffee in the mornings, and this could happen more than once a month. Another idea for extending our network.

Noreen pointed out the working links PPG has been forging through ChitChat with other organisations such as AgeUK, ShoeBox and the Community Services Directorate of Norwich City Council.

Actions:

- **If there are insufficient helpers to close ChitChat, phone the Surgery and request help.**

7. NHS Underfunding - Noreen

Letter and Meeting with Clive Lewis MP

Contact has been made with Clive Lewis, MP for the practice's location, about the financial challenges facing GP practices and the salaries of staff working in GP surgeries, and requesting a meeting to discuss these matters further. Included in the message to Clive was a copy of our Spring Newsletter, focusing on the work of the staff in the surgery. We received a positive response from his office and are waiting to hear back about an appointment.

8. N.A.P.P. Corkill Awards 2024 – David W

The PPG would like to make an application to this year's Corkhill Awards¹, with the support of the practice. This is an opportunity to share what we feel we are doing well with other PPGs and the National Association of Patient Participation. David White outlined the questions on this year's application form. He proposed that PPG members consider before the next PPG meeting the impact that our input has on their benefits for patients, on the quality of patient care, and what evidence there is for this. Melissa said she is happy to work on this. The deadline for entries is 16 October.

Action

- **Members of the PPG to consider the benefits our work has for patients, and for the quality of patient care; further, to consider the evidence for these impacts. Ideally to report these to the Chair before the next meeting in September.**

9. Bookcases

Noreen reported that the bookcases were being topped up regularly with the plentiful supply of books and DVDs.

¹ Application forms are available [2024 CORKILL AWARD APPLICATION FORM \(1\).doc](#)
Rules and conditions can be found [Corkill Award Rules.docx](#)

10. Next Newsletter

Include a reminder to patients to remember to cancel unwanted appointments, how to do this, and the benefit to other patients and the practice.

Action:

- **To consider the Summer Newsletter outside the meeting.**

11. Any Other Business

Amend Terms of Reference

A member had proposed that the Terms of Reference be amended by changing “*Influence the provision of secondary health care and social care locally*” to “*Influence the provision of health and social care locally and nationally*”.

The update better reflects our work as a patient voice supporting, informing and responding to health and social care policies at all levels of the NHS nationally as well as locally.

The proposal to amend the TOR was accepted unanimously.

Artwork for Newmarket Road Surgery (NRS) – David White

The PPG enthusiastically responded to the practice’s invitation to contribute to artwork for the walls in NRS and tabled several suggestions for what this might be: images of the Norfolk Environment (landscape, animals/plants, nature reserves); inviting children from our patient/wider communities to submit pictures for some of the space.

Discussion flowed. The idea that found traction was images of Norwich. David W agreed to search these out for further consideration.

The PPG agreed we would like to contribute funding for artwork in NRS from the PPG account.

Restricted times for communicating with the surgery on the website

Patients can access SSG’s web pages during surgery opening times to make General Enquires or Requests/Appointments. Melissa explained that these pages are turned off when the surgery is closed (Saturday and Sunday, holidays) as the practice were receiving hundreds of messages during these times. Many resolved themselves in the interim or could be made during opening times and be more efficiently managed for the benefit of patients and members of staff.

Urgent enquires out of hours by telephone will be redirected to the NHS 111 service.

<https://ststephensgate.com/practice-information/opening-hours/>

Moving from child to adult health care services - @16

Henning told us about a project organised by Framfield House Surgery PPG in Woodbridge ‘@16’, for young people reaching the age 16. At this age, a young person becomes responsible for their own medical care and choices including consenting to treatment.

The Woodbridge PPG had created an attractive ‘@16’ information booklet and a neat ‘@16’ zig-zag folding leaflet. They interacted with the practice and with

young people from the high school to raise awareness, and some young people in turn engaged. A fruitful approach to think about.

Action

- **David White to follow-up artwork related to images of Norwich.**

12. Dates of next meetings 2024:

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

- 23 September
- 25 November

Pat Spallone and David White
25 July 2024

Summary of Actions

- Anna to post Minutes of 18th March meeting on the SSG website.
- A member of PPG to distribute ChitChat flyers to the Cedars Care Home
- A member of PPG to approach City College about student volunteers for ChitChat.
- Pat and David to discuss potential for collaboration on suitable activities with the Wessex Road Methodist Church.
- Include a message about cancelling appointments in Newsletters.
- Melissa to ask nursing staff if there were useful resources to help their support for patients.
- If there are insufficient helpers present to close ChitChat, phone the Surgery and request help.
- In connection with an application for a NAPP Corkill Award, members of the PPG to consider the benefits our work has for patients, and for the quality of patient care; further, to consider the evidence for these impacts. Ideally to report these to the Chair before the next meeting in September.
- To consider the Summer Newsletter outside the meeting.
- David White to follow-up artwork related to images of Norwich.

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, 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

