



**ST STEPHEN'S GATE MEDICAL PARTNERSHIP
PATIENT PARTICIPATION GROUP MEETING
28th September 2023 16:30 pm – 18:00 pm
Held at St Stephens Gate Conference Room**

Present

David White (Chair for this meeting)
Pat Spallone (Joint Minutes)
David Edmonds
Elizabeth Groves
Christopher Preston
Pauline Benton
Dr Melissa Korn (GP Partner)

Apologies:

Noreen Neal (Chair)
Sue Olver
Barbara Lund
Caroline Norledge
Marilyn Lucius
Hilary Walshe
Angela Sanders
Anna McMillan (Executive Assistant
to James Foster)

1. Welcome and apologies

David welcomed everyone and noted apologies. We introduced ourselves to Pauline Benton, who joined the meeting for the first time.

2. Minutes of the meeting of 27th July 2023

These were approved.

3. Matters Arising

David reviewed Actions still in progress from the July meeting.

- Minutes of the September and future meetings to go on the website with due regard to confidentiality.
- A large poster to advertise ChitChat outside the Chapel while it's open is in production.
- Newsletter next issue back page: Melissa will interview Max.
- Max will be invited to the next (November) PPG meeting to mark her upcoming retirement after some 40 years nursing and our thanks for her PPG support.
- Newsletter: coverage of the problem of missed appointments is discussed below under the Newsletter agenda item.
- It will be difficult for *Versus Arthritis* to organise a separate walking group for SSG patients but they are warmly welcomed to join the Eaton (South Norwich) walking group. The practice and PPG are happy to advertise this.
- The practice does not have an email list of patients for general use, for GDPR reasons.

- David reported that Anna will look into the possibility of an Instagram site when time is available, noting again her fabulous work of the FB site.
- Melissa will follow up with Anna using the slides we produced 'About the PPG' on the waiting room TV screen.

Action:

- **Invite Max to the next PPG Meeting.**
- **Advertise *Versus Arthritis* walking group on practice and PPG notice boards. David to liaise with Anna.**
- **Melissa to ask Anna about the PPG slides for TV screens.**

4. Practice Update – Melissa

A second bookshelf has been placed in the SSG waiting area to accommodate the overflow of books, and a secure money box for book donations has been installed in NRS.

Staff updates: a Practice Nurse and an Advanced Nurse Practitioner have been recruited, allowing a smooth transition on the retirement of nursing staff members. Recruitment of full-time administrators/receptionists is ongoing. One GP is on long-term sick leave. A locum along with other GP staff are covering.

5. Finances

The balance in the PPG account on meeting date is £527.06.

	Paid out	Paid in	Balance
Balance 27/7/23			451.33
Bookstall Donations Jul-Aug SSG		65.47	
Bookstall Donations Jul-Aug NRS		45.25	
New Money Box for NRS	34.99		
Total July-Aug			75.73
Balance 28/9/23			527.06

Using PPG-raised funds for purchases to benefit patients and the practice: Melissa said that the nurses would like a wedged cushion for an examination table in the small examination room in NRS to help with intimate examinations. The PPG will consider the request with Noreen, who returns shortly.

Payment for printing costs of the new PPG leaflets needs to be clarified. Noreen and David weren't sure if the practice could fund this or is expecting the PPG to do so from the PPG account funds. Melissa will follow up with Anna and James.

Action:

- **PPG to discuss request for a wedged pillow for NRS examination table.**
- **Melissa to ask Anna and James for their understanding of whether the practice or PPG should pay the printing costs of the PPG leaflets.**

6. Meeting of Norwich PPG leads at Thorpewood Medical Practice on 27 September

These meetings are convened by the Chair of the Thorpewood Medical Practice to share experiences and offer mutual support among PPGs of the 'central' Norwich practices. David W and Pat attended on Noreen's behalf. The chair said he would consider David's suggestion that other interested Norwich practice PPGs might be invited to these meetings.

Proposed dermatology and skin cancer pathways for Norfolk and Waveney (N&W). The meeting heard an interesting presentation by Marika Pieri from N&W Integrated Care Board (ICB) on this initiative to improve skin cancer services, to diagnose earlier and improve survival. An online **survey¹ is running now** to gain feedback on the draft pathways. We were encouraged to take the survey and share it. Further patient engagement will be invited in the process of agreeing final versions of the pathways, expected in January 2024. Marika invited anyone interested in being a patient representative to get in touch with her directly ².

A second presentation by Sue Trohear, Patient and Public Involvement lead at the ICB, described the **Cancer Voices** project, talking to cancer patients to listen to their experiences and stories, with a view to increasing knowledge and awareness of cancers, and ultimately contribute to helping improve services. She invited patients to share their cancer voices. Contact sue.trohear@nhs.net.

Actions:

- **Proposed dermatology and skin cancer pathways for Norfolk and Waveney. Everyone is asked to take and promote survey, as they wish. Practice will post posters on noticeboards.**
- **Anyone interested in a patient engagement role in the next stage work on the proposed dermatology and skin cancer pathways for Norfolk and Waveney contact the project lead Marika Pieri.**

7. OneNorwich Practices (ONP): Stakeholder Session

This was a Stakeholder panel to help inform the appointment of an Interim Chair of the Board of Directors of ONP to support the executive and senior leadership in implementing the new reset and turnaround plan. Pat attended on Noreen's behalf, reporting that the experience was enjoyable and interesting, that she was made welcome and learned a lot, among the other NHS-based stakeholder colleagues. A promising appointment has been made, David White (not his namesake, our PPG member!).

Pat made contact with Colleen Humphrey, ONP Independent Director, Patient Experience, who is interested in coming to one of our PPG meetings and hearing about what we do.

The meeting briefly discussed the considerable challenges facing the NHS.

Action:

- **Pat to ask Noreen about inviting Coleen Humphrey, ONP Director, Patient Experience, to a future PPG meeting.**

¹ <https://www.smartsurvey.co.uk/s/dermatologyandskincancer/>

² marikapieri@nhs.net

8. Confidentiality agreement

At the last meeting, the PPG agreed to update our confidentiality agreement and look for a model example to help our effort. Anna sent a 'Confidentiality Policy and Declaration Agreement' from NHS England that is for volunteers generally, not specifically for PPGs. It requires an Induction by a member of practice staff and includes Guidelines for volunteers working within the Practice Team.

Melissa confirmed that the practice does not need to be involved in an induction, and that the SSG practice itself does not have volunteers.

The meeting agreed that a simpler approach should be drafted, and to discuss this further with Noreen in a subgroup meeting, the results to be brought back to the next PPG meeting. David W suggested that a draft from HealthWatch Norwich, a one-page Confidentiality Agreement specifically for PPGs with two main points, might be used as a starting point more suitable for our needs.

The meeting thanked Anna for researching and sending the NHS England document.

Action:

- **Organise a subgroup meeting to draft a new Confidentiality Agreement.**

9. ChitChat Feedback

ChitChat continues to be lively with an average of 9 or 10 visitors per session, not including helpers. In September, we had two new people, one of whom had suddenly found himself homeless and in vulnerable personal circumstances. ChitChat was able to give him respite, companionship, and some measure of advice he asked for.

Take home point, not new: we need to find more helpers and create a rota of volunteers for ChitChat to be sustainable.

Melissa will follow up Saskia's availability to help out with ChitChat.

The meeting discussed introducing activities e.g.: organisations such as World Wildlife Fund could come with information and set up a small table; short talks or informal chat e.g. from Norfolk Knitters for those interested. These could be tried and during the sessions be done while allowing the informal chat that many of our visitors say they value most highly.

Ellie Daynes Age UK Norwich, Health and Community Outreach Officer. Pat and Noreen met Ellie at NRS when she picked up the leftover ChitChat presents donated to their 'Be a Santa to a Senior' 2023 activity. We chatted and learned more about each other's work. The outcome:

- An AgeUK Information & Welfare Advisor will come to a ChitChat session to take part and let people know about their activities and resources.
- Ellie thinks that support might be available for ChitChat through the RITAs project (seven Reducing Inequality Target Areas identified by Norwich City Council), and she and a case worker will come to talk to Noreen about this potential. These communities experience much greater challenges and barriers to aging well which creates greater propensity for crisis point triggers and in turn, long-term health and social care support intervention. Specific key issues are evident around financial, physical, mental wellbeing. Although

ChitChat/the Chapel and SSG are not in a RITA target area, ChitChat welcomes everyone from anywhere and many of our visitors suggest facing those greater challenges.

Key questions for ChitChat development: what kind of support does ChitChat need and in what direction should ChitChat be going? How to attract volunteers?

ChitChat Finances: There is £26.58 in the ChitChat account.

Action:

- **Develop the ChitChat Rota.**

10. Newsletter – Autumn Issue

As covered in Matters Arising, the meeting discussed a front-page piece on DNAs (Did Not Attends, i.e. missed appointments), with a reminder to please remember to cancel your appointment if you can't come and how to do this (call the surgery and press option 1). Melissa will ask James if there is a possibility of appending a 'Cancel' button option to the SMS reminders that patients receive for appointments, to offer an immediate cancellation option.

11. Benefits of Including Zoom at PPG meetings

The meeting agreed that, based on the email responses of PPG members, we move forward on the basis that:

- Meeting in person is strongly preferable and should be encouraged.
- We introduce the option for people who are not able to attend (both members of the PPG and others) joining via Zoom.
- Virtual attendees may comment and participate.
- Non-members of the PPG should inform the chair before the meeting and say if they wish to introduce an Agenda item.

Non-members participating for the first time must in future sign a Confidentiality Agreement. An electronic means of agreeing/signing needs to be worked out.

Action:

- **Make Zoom attendance at PPG available from now on**

12. Bookcases

More books are needed for the book stalls: paperback fiction is particularly popular; non-medical subjects whatever the genre, please.

Two members offered to find books soon.

13. Dates going forward:

Upcoming Monday dates: note that 2024 dates are provisional depending on whether the practice requires use of the room. They won't know that until closer to the time and Anna will inform us of any clash.

- Monday 27th November 2023

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

Pat Spallone and David White
Date 1 October 2023

Summary of Actions

- Invite Max to the next PPG Meeting.
- Advertise *Versus Arthritis* walking group on notice boards. David to liaise with Anna.
- Melissa to ask Anna about the PPG slides for TV screens.
- PPG to discuss request for a wedged pillow for NRS examination table.
- Melissa to ask Anna and James for their understanding of whether practice or PPG should pay the printing costs of the PPG leaflets.
- Proposed dermatology and skin cancer pathways for Norfolk and Waveney. Everyone to take and promote survey, as they wish. Practice will post posters on noticeboards.
 - <https://www.smartsurvey.co.uk/s/dermatologyandskincancer/>
- Anyone interested in a patient engagement role in the next stage work on proposed dermatology and skin cancer pathways for Norfolk and Waveney contact the project lead Marika Pieri.
 - marikapieri@nhs.net
- Pat to ask Noreen about inviting Coleen Humphrey, ONP Director, Patient Experience, to a future PPG meeting.
- Organise a subgroup meeting to draft a new Confidentiality Agreement.
- Develop the ChitChat Rota.
- Make Zoom attendance at PPG be available from now on

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

