



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

Present

Noreen Neal (Chair)
David Edmonds
Caroline Norledge
Christopher Preston
Dr Melissa Korn (GP Partner)
Anna McMillan (Executive Assistant to
James Foster)

Present via Teams

Pat Spallone (Joint Minutes)
David White (Joint Minutes)
Barbara Lund

Apologies:

Angela Sanders

1. Welcome and apologies

Noreen welcomed everyone and noted apologies. She confirmed that Ground Rule 5 is now changed from 'Silence means agreement' to 'Raise hand if you wish further time to consider'.

All members present had signed the new Confidentiality Form.

2. Minutes of the meeting of 4 December 2023

These were approved.

3. Actions from last meeting (4 December 2023)

The photographs and posters of PPG-funded material that David W prepared for each bookcase were appreciated wholeheartedly as a brilliant visual way of showing where the money goes. They have attracted appreciative comments from onlookers.

Anna confirmed future meeting dates and suggested posting notice of these on the waiting room Noticeboards along with an invitation to patients to come along; this would be another means of attracting interest in the PPG. The meeting liked this idea. Noreen mentioned receiving an expression of interest in the PPG recently from someone who would be coming along to the next ChitChat.

Anna agreed to put a link to PPG Minutes, now on SSG website, on the main PPG web page as several of us didn't find it easily even though a link is in full sight on The Practice Information Page with other PPG links. Thank you, Anna.

Discussions about ChitChat and the Newsletter were discussed later in the meeting under those headings.

Action

- **PPG meeting dates to be placed on Noticeboards in waiting rooms. David W will do this.**
- **Anna to put a link to PPG Minutes on main PPG page on website.**

4. Practice Update – Melissa

Max Copson enjoyed a fine retirement send off in December.

Laura Buckenham, Advanced nurse practitioner who has recently joined us from the Humbleyard Surgery, has taken over as Nurse Team Leader. The PPG welcomes her.

One Norwich Practices has ceased to exist. The Health Centre and Walk-in Centre have been taken over by North Norfolk Primary Care – a collection of GP Practices in North Norfolk.

SSG is now working with 4 other practices as the Central Norwich Primary Care Network. The other practices are The Castle Partnership, with surgeries in Unthank Road, Tuckswood and Fishergate, Lakenham Surgery, West Pottergate Surgery and the UEA Medical Centre.

We have a dedicated home visiting service covering these practices which is staffed by an Advanced Nurse Practitioner and three paramedics. These staff liaise with GPs to provide assessment and care of people who are unable to come into the surgery. This service also provides a twice weekly ward round at Cavell Court, a large care home in Cringleford which is within our locality.

Just before Christmas we conducted a staff survey. We had 52 respondents.

We are pleased to report that the majority of staff reported that they were proud to work at SSG and felt that their work contributed positively to patient care.

Action:

- **Consider with permission of the practice the idea of appending recent staff survey results with the minutes.**

5. Sujata Vyas-Walkerley: Patient Participation Voice OneNorwich

The PPG was sorry to hear that Sujata's role was terminated with the closure of OneNorwich. Noreen said that she had sent Sujata an email on behalf of the PPG thanking her for her help and support and wishing her well.

6. PPG Finances – Noreen

The balance in the PPG account on the meeting date is £352.62. Transactions since the last meeting are shown in the Table below.

PPG Finances	Paid out	Paid in	Balance
Balance 4/12/2023			579.50
Wolverson Foam Cushion	120.00		459.50
Medisave: Paediatric Pulse Oximeter x 2	213.08		246.52
Knitting Sales		7.50	253.92
Bookstall Donations Dec-Jan NRS		36.27	290.19
Bookstall Donations Dec-Jan SSG Main		48.13	338.32
Bookstall Donations Dec-Jan SSG Back		14.30	352.62
Balance	333.08	87.43	352.62

7. Posters

Posters showing items purchased from bookstall donations are now up in both surgeries above the bookcase. The meeting recalled that nursing staff suggested the wedge for the small treatment room in NRS. We wish to encourage nursing staff to think about value added needs for the benefit of patients and the practice. A member was thanked for finding the most economical source of the wedge. The meeting thanked Noreen for keeping the bookstalls and finances going and in good order, and for the knitting that had also provided donated funds.

8. Bookcases

More paperback novels are always gratefully received. For the time being, no more DVDs. Donations to reception at the surgery, please.

The most popular books are basic adult paperbacks, all genres. Children's books not so much, although children waiting for appointments do look at them, so they provide interest. It was suggested that some schools might like to donate some of their excess books, as there is much more reading online now using tablets/iPads.

Noreen thanked a member for a large donation of paperbacks.

9. ChitChat

The current balance in the ChitChat account is £7.14 as shown in the table below.

Chit Chat Finances	Paid out	Paid in	Balance
Balance 4/12/23			3.30
Takings Dec		7.56	10.86
Provisions Dec	3.72		7.14
Balance 22/12/23			7.14

Volunteers: Helpers are needed to keep ChitChat going both for the rota and to help set up tables and refreshments, clear up after each session and do other helpful jobs. At present there are four regular contributors to ChitChat, who have taken responsibility for the sessions each month, with two regular excellent helpers with different levels of availability.

The need is for more volunteers committed to a rota and an extra pair of hands to help set up/put away including quite heavy tables and chairs each month.

Melissa offered two thoughts to increase the pool of volunteers: collaborate with West Pottergate surgery or one of SSG's other practice partners; student

volunteers from Norwich High School. She will follow up with the High School. She will also look into the possibility of finding a helper to help set up.

PPG would like to set up another meeting with AgeUK with a view to a collaboration, to see if they could help organise, promote, and particularly to provide volunteer helpers, making clear that the foregrounded message on publicity for ChitChat needs to be that all ages are welcome.

Visitors: the number of visitors to ChitChat (the people it is there for) remains small compared to the 20 or so who came by the time it had to shut due to the pandemic. Currently we average 6 guests per month since reopening.

- Anna suggested that a bigger publicity presence on the website may help spread the word. Continuing to promote ChitChat in the surgery should attract more interest.
- Collaborations with W Pottergate and other practice partners and AgeUK similarly.
- A collaboration with AgeUK would be acceptable to the practice if it helps to keep ChitChat going.
- What is the point of ChitChat? It is a place for people to get together, a **community café**, where we can also signpost people to different services. Amend the ChitChat leaflets to call it a **community café** to communicate better what it.

Actions:

- **Amend leaflet to call ChitChat a community café.**
- **Noreen to arrange a meeting with AgeUK to say that SSG is willing to run ChitChat as a partnership.**
- **Anna to approach West Pottergate and other potential practice partners about collaborating on ChitChat.**
- **Melissa to approach Norwich High School about student volunteers.**

10. Newsletter – David W

The next issue is to focus on the pressures in the surgery and on clinical GP staff. To include: a piece on a 'typical' GP day with the range of work (Melissa); a piece on finances and how they work; why pressures work as they are.

The meeting went on to discuss the role of Reception and other Patient Services teams, and the pressures they are under, with a view to highlighting these roles in a future Newsletter. Reception staff deal not only with desk enquiries and telephone calls but also samples, blood tests and more. Other 'behind the scenes' Patient Services include the back-room telephone answering team, Communications, Prescribing, Rota organisation. The meeting agreed with a suggestion of inviting a member of non-clinical staff to a future PPG meeting.

What the PPG can do is help raise awareness and understanding of 'behind the scenes' at the practice, about the whole team. How much of a difference does it make to us as patients? It is the whole that produces the good work. A member mentioned seeing a schematic representation of a GP surgery with all its working teams that illuminates just this and might be helpful to circulate.

Action:

- **David W to liaise with Melissa on the Spring 2024 Newsletter focussing on the pressures in the surgery.**
- **Follow up on the work of Reception and other Patient Services for a future issue.**
- **Invite a member of the non-clinical staff to a future PPG meeting.**

11. Meeting of PPGs at Thorpewood

Noreen reported that the next scheduled meeting of the PPG (Leads) Group at Thorpewood has been cancelled. The Thorpewood Chair asked participating leads if there was interest in rescheduling the meeting and also whether PPGs would like support from the group.

Noreen confirmed that her view is that SSG PPG is interested in another meeting and continuing if other do, as the value of the group comes with the numbers of interested PPGs participating.

12. Dates of next meetings 2024 confirmed:

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

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

13. Any Other Business

None

Pat Spallone and David White
9 February 2024

Summary of Actions

- PPG meeting dates to be placed on Noticeboards in waiting rooms – David W will do this.
- Anna to put a link to PPG Minutes on main PPG page on website.
- Consider with permission of the practice the idea of appending recent staff survey results with the Minutes.
- Consider donating children's books to schools.
- Amend ChitChat leaflet to call ChitChat a community café.
- Noreen to arrange a meeting with AgeUK to say that SSG is willing to run ChitChat as a partnership.
- Anna to approach West Pottergate and other potential practice partners about collaborating with ChitChat.
- Melissa to approach Norwich High School about student volunteers for ChitChat.

- David W to liaise with Melissa on the Spring 2024 Newsletter focussing on the pressures in the surgery.
- Follow up on the work of Reception and other Patient Services for a future issue.
- Invite a member of the non-clinical staff to a future PPG meeting.

PPG Membership for Information

Noreen Neal (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, Anna McMillan (Executive Assistant to James Foster), Dr Melissa Korn (GP Partner).

QR Code for Newsletters

