



**ST STEPHEN'S GATE MEDICAL PARTNERSHIP
PATIENT PARTICIPATION GROUP MEETING**

25 November 2024 16:30 pm – 18:00 pm

Held at St Stephens Gate Conference Room

DRAFT MINUTES

Present

Noreen Neal (Chair)	Elizabeth Groves
Pat Spallone (Joint Minutes)	Henning Sieverts
David White (Joint Minutes)	Christopher Preston by Teams
Mark Dunn	Dr Melissa Korn (GP Partner)
David Edmonds	Anna McMillan (Executive Assistant to
Regine Godfrey	James Foster)

Apologies:

Annie Cook

1. Welcome and apologies

Noreen welcomed everyone and noted apologies. She introduced Regine Godfrey, a former member rejoining the PPG.

Regine signed the Confidentiality Form.

2. Minutes of the meeting of 23 Sept 2024

The Minutes were approved.

Action:

- **Anna to post Minutes (23 September 2024) on the website.**

3. Actions from last meeting

Noreen reviewed Actions from the last meeting. Notably:

- Noreen and many others expressed appreciation for an excellent Autumn Newsletter headlined 'Meet Patient Services'. It represented the work of the teams well and was an eye opener for patients on the range of work going on behind the waiting room doors.
- The PPG's Corkhill Award application was submitted. The meeting roundly thanked DavidW and Pat for an excellent submission; a team effort in all. Thank you to Melissa and Anna for their input. Take-home points from the award meeting are discussed below.
- Purchase of Dermatoscope: Dr Casey is researching best among the choices.
- PPG's lobbying MPs about financial challenges of GP surgeries is on hold, to be reconsidered in due course, liaising with Melissa.

- Anna confirmed the times that patients have access to messaging on website: forms are open during the week but on weekends and bank holidays they are closed. This information has been added to the opening hours page. Thank you, Anna.
- Artwork for NRS: DavidW reported no progress, but his intention is to take this forward in due course.

4. ChitChat

Noreen reported that due to St Stephen's Church requiring the Old Chapel venue on Thursdays from January 2025 and as we have been finding it difficult to attract enough volunteers and visitors to make it sustainable, the decision was made for the Christmas ChitChat on 6th December to be the last. However, this will be a special event with decorations, mince pies and a small gift for each visitor, and a thank you to two very special volunteers. A member's wife (a singer and singing teacher) will come to lead us in seasonal song. Noreen will bring a list of other coffee mornings and activities to help visitors find alternatives to ChitChat.

Visitors to November ChitChat were made aware of the changes and were invited warmly to come in December.

ChitChat flyers and any other publicity will need to be removed from the waiting rooms, poster boards, and a few outside venues as early as 6th December.

Action:

- **Remove ChitChat flyers from the two surgeries and outside venues.**

5. N.A.P.P. Corkill Award 2024

Noreen, Mark, DavidW and Pat attended N.A.P.P.'s (National Association of Patient Participation) AGM and Corkhill Award 2024 remotely on 16th November. The award this year went to Mendip Vale Medical Group PPG for their work with the practice and engagement with patients via a survey to collect patient information about their experiences and views of services, and then making changes and improvements in the light of the results. There was a surge of patient interest to join the PPG after the survey. The members identified several factors for this: face-to-face engagement and working directly with patients; having a dedicated PPG email for patients to report what's on their minds; advertising a specific role on the PPG; and having the practice Communications Officer directly disseminate information to patients, such as Minutes of PPG meetings, via an email list (given by consent to PPG members during engagement activities).

Noreen reinforced the value of meeting and talking to patients both when having something to talk about, or informally, as when she meets patients and chats at the bookstalls. Another member said that responses to the survey aside, a survey's potential is in talking about the issues it contains. Meantime, a QR code on hand-out copies could stimulate responding.

Melissa said that the practice would support the PPG running a survey similarly. She would be interested in having a question asking if people find the 'extended access', out of hours, contact useful. For example, she rings patients in a slot from 7:30am before the surgery opening time. The meeting discussed other ideas for PPG engagement with patients. A fundraising cake sale in the surgery that had proved sociable was recalled as a possibility to build on.

Action:

- **Access Mendip PPG Survey and Noreen to add survey idea to the Agenda for our next meeting.**

6. Practice Update – Melissa

Melissa said that the Spring Newsletter went down very well with practice staff, with their thanks.

Staff

- Nurse Hannah Thompson started in November. The practice now has its full complement of nursing staff.
- The dedicated Diabetes Service team has recently been reorganised with three nurses. Melissa pointed out that there were increasing numbers of patients diagnosed with diabetes, and probably double that number with pre-diabetes. The Diabetes Service includes health education to help patients manage their condition.

Funding

A frustration is that GP practices, as small private businesses, will not be exempt from the National Insurance (NI) contributions announced in the new budget. Hospitals and other NHS services will be shielded from having to pay NI. The potential cost to SSG is £80K a year. The policy and how it will pan out for GP practices is not yet settled.

Practice staff were in contact with our MP recently. A PPG member thought that continued lobbying would be productive, noting our PPG's visit to him in September, finding him sympathetic to the disadvantageous funding situation of GP practices and willing to help.

A member asked if promotion of the surgery by the PPG and patient testimonials would help. Melissa thought that while all feedback is welcome, the hope is that direct contact and knowledge will make an impact. NHS England visited SSG recently. The *Continuity of Care* initiative continues to go well: practice GPs have been working to provide patients with a named GP since the end of May. ~50-60% of patients are now firmly placed in the scheme.

Responses to other members' questions:

- Practices do not receive extra funding for treating long-term conditions with high incidence in the patient population.
- If a patient who rings the surgery with a health concern is told that they will get a call back, they should be told around when they will be called back.
- Some GPs have other clinically related duties besides seeing patients, and they will have a 'buddy' to cover seeing their patients if necessary.

7. PPG Finances – Noreen

Melissa reported that the practice Executive Manager asked the PPG to consider funding for Norwich Door-to-Door mobility transport service, at £10 a time (door to door), to help some elderly or frail patients in need of a supported service get to appointments or the like. The meeting was generally enthusiastic about using PPG funds to support patients and collaborate with the practice in this way. There was some collegial discussion about use of funds, giving time to digest the

information. A decision was made to donate £200 to the service in the first instance and then review how it was going.

The table below shows the transactions since the last meeting. The available funds are now £901.76.

PPG Finances	Paid out	Paid in	Balance
Balance in SSG PPG a/c 23 Sept 2024			£834.30
Bookstall Donations Sep-Nov NRS		£50.18	
Bookstall Donations Sep-Nov SSG Main		£52.43	
Bookstall Donations Sep-Nov SSG Back		£44.00	
Vaccine Bag	£79.15		
Totals and Balance from 25 Nov 2024	£79.15	£146.61	£901.76

ChitChat

The current balance in the ChitChat account is a deficit of £8.82 as shown in the table below. Noreen reported that the deficit is due to the purchase of festive supplies for Christmas ChitChat but thought that donations on the day may well make up for this.

Chit Chat Finances	Paid out	Paid in	Balance
Balance 23 Sept 2024			£18.13
Takings Jul-Sep		£4.00	
Christmas Chit Chat provisions	£30.95		
Totals and Balance from 25 Nov 2024	£30.95	£4.00	- £8.82

8. Child to Adult health services at age 16 – Melissa and Henning

Melissa and Henning met to discuss taking forward an '@16' project along the lines of Framfield House Surgery PPG in Woodbridge, for young people reaching the age 16, at which time they become responsible for their own medical care. The practice approved taking the project forward. The next step is to develop draft information specific to SSG patients. An idea is to provide information booklets for a) patients 16-18 years old already and b) patients several weeks before they reach 16. The booklets to be sent out electronically; some print copies will be made. Melissa thanked Henning on behalf of the practice for the Woodbridge information.

Henning noted that part of the process of Framfield House PPG's project was to invite students from two schools to get involved in the development of the materials and feedback; and to make the booklets available online. Melissa confirmed that SSG intends to do this. Henning added that some patients wanted paper copies of the fan-fold booklets.

DavidW was asked to circulate scanned copies of the Framfield fanfold booklets to PPG members especially for our new members.

Action

- **Melissa to take forward drafting @16 documents for SSG patients.**
- **DavidW to circulate scanned copies of Framfield PPG's @16 fanfold booklet with the draft Minutes.**

9. “Make It Real” – Mark

Mark briefly described this approach to social care and support that the PPG might wish to learn more about and get involved in. The basic concept is co-production, i.e. working together with the people that a service is for and effects, to improve meeting their needs. Norfolk County Council is working in this way.

Noreen thanked Mark for his input and suggested that while the meeting lacked time to discuss this further, we can return to it.

10. Ideas for New PPG Initiatives

Noreen asked that anyone making suggestions for PPG projects please be prepared to get involved in some way.

11. Bookcases

Noreen reported having plenty of donated books for the bookstalls but welcomes more paperback donations in the interest of variety. As usual, no medical subjects, please.

12. Next Newsletter

The next Newsletter, aiming for early spring, is to have a feature on GP Dr Tess Cafferty, who retires in April, highlighting her long-serving career at Newmarket Road and St Stephens Gate Practice. Several other matters of interest to patients were identified for short pieces including an update on ChitChat; information for patients on access times to forms on website.

Two ideas added after the meeting: patient information on how to treat earwax build up yourself as advised by the practice; conditions pharmacies can treat and help with.

Action:

- **DavidW and Noreen to take forward the next Newsletter, liaising with Melissa to contact Dr Cafferty.**

13. Any Other Business

A member asked whether there had been discussions concerning GP-Surgery provision for those leasing flats in the “Build to Rent” housing being planned on the site of the old Marsh Building (Victoria House) on Queen’s Road. Completion was anticipated in about 2027. It is understood that this might have about 450 flats of various sizes, presumably housing over 1000 people. Our Medical Practice is the only one close to this development.

There had been no discussions with SSG.

Action

- **Learn more about plans for GP provision in Victoria House and lobby for due resource.**

14. Dates of 2025 meetings

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

The meeting originally planned for July 28th will be rescheduled. Anna will confirm the other dates when the meeting room availability is known.

- 27th January 2025 – Confirmed
- 24th March 2025
- 2nd June 2025
- July 2025 – to be arranged
- 22nd September 2025
- 24th November 2025

Pat Spallone and David White
Date 28 November 2024

Summary of Actions

- Anna to post Minutes (23 September 2024) on the website.
- Remove ChitChat flyers from the two surgeries and outside venues.
- Access Mendip PPG Survey and Noreen to add survey idea to the Agenda for our next meeting.
- Melissa to take forward drafting @16 documents for SSG patients.
- DavidW to circulate scanned copies of Framfield PPG's @16 fanfold booklet with the draft Minutes.
- DavidW and Noreen to take forward the next Newsletter, liaising with Melissa to contact Dr Cafferty.
- Learn more about plans for GP provision in Victoria House and lobby for due resource.

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, Regine Godfrey, 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

