



Patient Participation Group (PPG) Meeting
Tuesday 1 December 2020
18:00 hrs – 20:00 hrs – via Zoom

| No. | Agenda item | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 1. | Attendees and Apologies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #f4a460;">PPG members</th> <th style="background-color: #f4a460;">Attended</th> <th style="background-color: #f4a460;">Apologies</th> </tr> </thead> <tbody> <tr><td>Tara Foy (TF)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Cheryl Gray (CG)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Ross Chalder (RC)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Tony Osmanski (TO)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Liz Morrison (LM)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Peter Monk (PM)</td><td></td><td></td></tr> <tr><td>Gill Cromar (GC)</td><td></td><td></td></tr> <tr><td>Ann Graves (AG)</td><td style="text-align: center;">Yes</td><td></td></tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #fff9c4;">PP staff</th> <th style="background-color: #fff9c4;">Attended</th> <th style="background-color: #fff9c4;">Apologies</th> </tr> </thead> <tbody> <tr><td>Dr. Lindsey Crockett (LC)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Linda Deabill (LD)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Kay Goodchild-Critchley (KGC)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Nicola Thompson (NT)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Sarah Fiddes (SF)</td><td style="text-align: center;">Yes</td><td></td></tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #f4a460;">PPG members</th> <th style="background-color: #f4a460;">Attended</th> <th style="background-color: #f4a460;">Apologies</th> </tr> </thead> <tbody> <tr><td>John Haley (JH)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Sue Johnson (SJ)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Patricia Bendon (PB)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Richard Marson (RM)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Erica Wren (EW)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Gerry Bathe (GB)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Robert Thurkettle (RK)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Mike Olding (MO)</td><td style="text-align: center;">Yes</td><td></td></tr> <tr><td>Alan Tomes</td><td style="text-align: center;">Yes</td><td></td></tr> </tbody> </table> | PPG members | Attended | Apologies | Tara Foy (TF) | Yes | | Cheryl Gray (CG) | Yes | | Ross Chalder (RC) | Yes | | Tony Osmanski (TO) | Yes | | Liz Morrison (LM) | Yes | | Peter Monk (PM) | | | Gill Cromar (GC) | | | Ann Graves (AG) | Yes | | PP staff | Attended | Apologies | Dr. Lindsey Crockett (LC) | Yes | | Linda Deabill (LD) | Yes | | Kay Goodchild-Critchley (KGC) | Yes | | Nicola Thompson (NT) | Yes | | Sarah Fiddes (SF) | Yes | | PPG members | Attended | Apologies | John Haley (JH) | Yes | | Sue Johnson (SJ) | Yes | | Patricia Bendon (PB) | Yes | | Richard Marson (RM) | Yes | | Erica Wren (EW) | Yes | | Gerry Bathe (GB) | Yes | | Robert Thurkettle (RK) | Yes | | Mike Olding (MO) | Yes | | Alan Tomes | Yes | |
| PPG members | Attended | Apologies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tara Foy (TF) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cheryl Gray (CG) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ross Chalder (RC) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tony Osmanski (TO) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Liz Morrison (LM) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Peter Monk (PM) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gill Cromar (GC) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ann Graves (AG) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PP staff | Attended | Apologies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dr. Lindsey Crockett (LC) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Linda Deabill (LD) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kay Goodchild-Critchley (KGC) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nicola Thompson (NT) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sarah Fiddes (SF) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PPG members | Attended | Apologies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| John Haley (JH) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sue Johnson (SJ) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Patricia Bendon (PB) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Richard Marson (RM) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Erica Wren (EW) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gerry Bathe (GB) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Robert Thurkettle (RK) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mike Olding (MO) | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Alan Tomes | Yes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. | <p>Practice Partners. The letter received was duly noted. Although some members felt that partners should regularly participate, it was agreed that partners should be asked to attend if the PPG felt that there was a serious issue to be discussed.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2. | <p>Introduction, New Members and Resignations: Richard Marson (Aldeburgh) and Robert Thurkettle (Bawdsey) were welcomed to the meeting</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3. | <p>Review and approval of previous minutes The minutes were approved subject to the following amendments: Spelling error: J Haley not Hayley. Item 4: the leaflet development had not been tasked to EW.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4. | <p>Matters arising Item 3 First Do No Harm: Those receiving Sodium Valporate are reviewed regularly every three months. Currently no one is receiving that treatment. It was agreed that LC be asked to raise the current status of mesh treatment at the CCG. The Baroness had stopped the practice during her review of the treatment unless certain conditions were implemented and it is believed that this has still not been resolved. Item 6 Direction Signage: It was noted that this was a long process to instigate. PM is applying to the local Councillor for financial support. Item 7 Access Audit. It was noted that this is an annual process and will be undertaken in September 2021. KGC to put it in her diary.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | KGC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | KGC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| | <p>Item 9 Dispensary patient Interface: Dispensary staff were encouraged to use their discretion to ensure that people did not walk away empty-handed. Work was being undertaken to find a method of uploading the certificates on computer. KGC would report back progress.</p> <p>Item 11 Hollesley: The surgery lacks a pharmacy, the waiting area is too open and the chance of the NHS offering finance to support a new extension was remote (despite a willingness to support by the VH committee). However, plans are in place to provide a physiotherapy service there.</p> <p>Item 12 Budget: The budget would be rolled over. No figures available.</p> <p>Item 13 Survey: – agenda item</p> <p>Item 15 PPG recruitment: The demography of the Practice was as follows: Orford - 1,100 (15%), Alderton and Hollesley – 2,900 (40%) and Aldeburgh – 3,300 (45%) Does the PPG currently reflect this ratio?</p> <p>Item 16 communication: PPG members were happy with the communication methods now in use. Terms of Reference: – on agenda</p> | KGC |
| 5. | <p>Appointment system review: The system was reviewed by TO and SF. It was noted that 25% of appointments must be available through the on line system. It was noted that statistically across the Practice, very few bookings are made on line. If an appointment to see a doctor on the day is not possible, then the GP plus service is available.</p> <p>It was agreed that NT and GB would develop a flow chart which would inform patients as to the process.</p> | NT and GB |
| 6. | <p>Complaints/compliments: Since January, there had been 51 complaints. 12 were upheld, 8 partially upheld and 31 not upheld. From September until the end of November, 13 complaints had been received with 3 still under investigation. 1 had been upheld. 2 related to the premises, 3 to the dispensary, 5 concerned clinical practice and 3 were about appointments.</p> <p>65 compliments had been received primarily relating to the flu vaccination programme.</p> <p>It was agreed that a link should be easily accessible on the website.</p> <p>It was agreed that there should be a thumbnail explanation of what Practice team members are responsible for. This could then be disseminated through the communications system (local mags) to the public and possibly collated as part of a brochure.</p> | NT |
| 7. | <p>Patient Numbers: Since January, 395 patients had left the practice. However, the specific branch was not possible to determine. The majority of patients had left prior to July.</p> | |
| 8. | <p>Practice abuse: A sample was presented (a sign - Cash or Care?) This was the second item delivered to Aldeburgh surgery. All staff have had training in handling abusive patients. Navigators are occasionally at the receiving end and it is very upsetting. The Facebook chit-chat page at Aldeburgh has been used to denigrate the new sign.</p> <p>It was agreed that everyone has the right to go to work and not to be harassed. The PPG does not condone any type of abusive behaviour. RM offered to visit individuals if it was felt this could be helpful. NT will link with RM on this issue.</p> <p>It was also agreed that CG would draft an article which would be circulated for approval and then disseminated to the local mags/papers as appropriate.</p> <p>The procedure for dealing with a rude patient: a member of staff records the incident. An investigation takes place and a letter is then sent out to the perpetrator to explain zero tolerance and to give a warning of repercussions if a further incident should occur.</p> | NT/ RM CG/ SF |
| 9. | <p>Orford Signage: see matters arising</p> | |

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| 10. | Whats App and email communications: see matters arising | |
| 11. | Facebook Page development: NT continues to work on this project. A PPG community page will be included. | NT |
| 12. | Changes to clinical rotas: Following a recent audit of service delivery, the delivery of care to patients is now more concise. Each doctor deals with their own patients which saves time because of their greater awareness of issues both historical and presenting. This has enabled clinicians to spend more time with their patients. Clinicians have been receiving positive feedback as a result. | |
| 13. | PPG survey: A draft was distributed and responses received. It was agreed that a small working group complete a final draft. Facilitator KGC and TF, GB, EW, LM, RT, SJ. | KGC |
| 14. | Terms of reference: RM wished to join the working group | TF |
| 15. | Any Other Business: E - Consult - how can it be promoted? It was suggested that adverts could be purchased in the local mags/papers. Also a poster could be disseminated at primary sites. Blood tests: This service is now back to normal. 50-64 year old flu jab programme. Further clinics are being planned (It was noted that there was a demand in Aldeburgh). These will be posted on the website when agreed. | |
| 16. | Date and time of next meeting: Tuesday, 2 March 2021 at 18:00 – 20:00 hrs via Zoom unless otherwise advised. Further dates: 8 June, 21 September and 7 December | |