



The Coastal Partnership

PPG Action Log for 2017/2018

Issue	Action Required	Owner	Date and Progress
Surgery Leads	<p>Names to be displayed on the PPG boards at all surgeries.</p> <p>Role agreed</p>	S/Leads	<p>10/1/2017- Leads:</p> <ul style="list-style-type: none"> • Caister: Lindsay Seward • Martham: Dilly Turton • Hemsby: Jackie Goffin • Ormesby: Simone Calnon <p>Role, broadly agreed: To update PPG board at regular intervals. With other PPG members, help the surgery with patient questionnaires Inform other surgery users, and bring issues raised to PPG meetings</p> <p>3/4/2017 leads to meet twice a year</p>
Flegg High School	Stuart agreed to contact leader of the student council and/or a school nurse to reengage with students		<p>3/4/2017</p> <p>Stuart to contact by end of May</p>
Appointment System			<p>1/11/2016 Concern that follow up appointments with a specific</p>

		<p>Sharon Practice Manager</p> <p>Julia Lead Receptionist Caister</p> <p>Judy, Laura</p>	<p>doctor are very hard to arrange. . One member reported that online booking made this easier. 10/1/2017 GPs can give patients a slip to give to receptionist to book follow up appointments 3/4/2017 These tick box slips can be used to book appointments with other staff too. Receptionists find this helpful. Slips can also be used as appointment cards. Patients should ask GP for slips when advised to book further appointments.</p> <p>Suggested article for NR29 magazine/parish newsletter to include this information</p>
PPG forms on Reception desks: where do they go?	Process to be clarified and rationalised. Prospective members to be contacted	Judy, Nic Sharon, receptionists	3/4/2017 What happens to the forms posted into the boxes on reception by patients wanting to belong to the PPG? Judy did not know they existed!
DNA		<p>Sharon, All</p> <p>Laura, Quality Administrator, to include info on DNAs in her article for local newsletters.</p>	<p>10/1/2017 texts now sent (manually)two days before appointment due, as well as at time of booking. Decrease in numbers of DNA noted 3/4/2017 DNAs much reduced. Text messaging system should be automated to include details of which surgery the appointment is for. Currently</p>

		Nic, Sharon, receptionists	only appointments in patient's registered surgery can be texted automatically Receptionists would like a fully automated system..
Pharmacy and Dispensary Problems	Consult with Sharon who will liaise with dispensary manager Consult with clinical pharmacist. Judy, Sharon	Sharon/Judy	6/10/16 PR campaign, online and leaflets, will be needed to explain the new centralised processes, managed from Ormesby to patients 1/11/2016 centralised repeat prescriptions to be piloted 10/1/2017 pilot worked well. with some tweaking, to be rolled out in January for simple repeats. Mary to be asked to contribute to the wider PPG meeting 3/4/2017 service to be extended to Hemsby and Martham Incompatibility re MTX pens and sharps boxes to be sorted. New larger pen will not fit into box. patients have used implements (stanley knives)and fingers (which get stuck) to get the sharps into the boxes.
PPG noticeboards	Notice Boards to be updated and have a uniform layout and colour scheme, to echo that used on screens.	Judy, Nic, All	PPG is mentioned on screens 1/11/2016 Action log and short minutes to be posted on the boards with dates of future meetings. 3/4/2017 Judy to liaise with Nic re updating presentation of notice boards

Online Registration	<p>Judy to Liaise with Nic re publicity and process simplification for online registration: screen, notice boards, laminated cards, receptionist push</p>	Judy/Sharon/All	<p>Patients should ask at reception to begin the process: a letter with details of levels of access and an individual code should be sent within 4 weeks. Coded patient information available from about January 2017, including copies of some notes and results.</p> <p>1/11/2016 concerns re delays in obtaining timely results from hospitals.</p> <p>If the surgery does not have the results, patients, or their advocates should chase up the hospital department concerned. Improved pathway liaison needed.</p> <p>10/1/2017copies of consultant letters on line from 2018.</p> <p>Improvement in blood test results.</p> <p>3/4/2017Disappointingll low uptake in online registration from patients</p>

Future of Joint PPG meetings with Norwich and Wymondham PPG	Inform Wymondham PPG of progress	Judy	.10/1/2017 to be arranged when the Wymondham group patient satisfaction survey format is ready 3/4/2017 as above, and to tie in with STP
Hospital Transport	All members to contribute information Centre 81 can provide bookable transport cheaper than taxi. £5 annual membership	All members	11/7/16 transport for patients in outlying villages without access to a car is both lacking and confusing. Members to pool information, experience and ideas to contribute to a local database, to highlight shortfalls, and to seek alternatives/solutions 10/1/2017 talk from Health Watch Norfolk Project Officer, Steph Tuvey. Ideas shared. Await her completed report, to be compiled jointly with Norfolk County Council 3/4/2017 Transport contract is with CCG and not run by the hospital
Future of PPG	General meetings need to tie in with changes in the Practice, and the implications of STP First meeting to be on prescribing and dispensing scheduled for summer 2017	Judy and all members	11/7/16th PPG needs to reach more patients, to share information about changes in the practice, and to provide a forum for discussion and information on specific health related topics: eg care for older people, dementia, diabetes care

	Healthy Eating Barbecue suggested		July 10th 6 to 8pm; October 10th 1 to 3pm, all at Martham Surgery.
	Next Meetings		