

Patients Participation Group, The Market Surgery, Aylsham

Minutes

Friday 18th March 2022

Attendees: Carole White (Chair)
Nicola Sandell (Market Surgery)
Ann Medler
Ken Seaman
Robert Wooton
Irene MacDonald
Jilly Gourlay
Nicola Hibberd

Apologies: Jonathan Rackham
Pat Newsome
Oya Christie Miller

Carol welcomed Fiona Usher to the PPG.

Minutes of last meeting agreed

Matters arising not covered on agenda

Nicola S has emailed Rebecca Champion the engagement lead at NWCCG. The CCG are hoping to restart the engagement meetings soon with PPGs. Carole suggested inviting Rebecca to one of our meetings.

Surgery Update:

- Staff- One of the pharmacists is currently on maternity leave. Unfortunately, the locum covering has now left. A new assistant will be starting in April. Dr Bowles is on maternity leave for 6 months. A locum is covering her leave.
- DNA rates are still high for nurse appointments but lower for GP appointments. Patients who frequently Do Not Attend appointments will be sent a letter to investigate reasons for non-attendance. The practice manager is currently working on this. SMS texts are sent to those not attending already.
- The practice had an away day at Barnham Broom. The 5-year plan for the practice was discussed and ideas gathered and shared amongst all staff.
- Patient access to records- was due to start from April but will possibly be delayed to July due to concerns raised.
- Healthier North Walsham- this was discussed. Nicola S will invite someone from the organisation to one of our PPG meetings so we can learn more.

Patients Survey 2022:

- Further discussion. A few amendments were suggested. Nicola S will send out for finalisation. Ways to try and engage more young people were discussed.

The survey will be put on the website from the beginning of April for a month. A text message with a link to the survey will be sent out once GDPR concerns have been checked. Paper copies will be available in the waiting room.

A O B:

- Practice newsletter was discussed and ways of utilising the PPG board in the waiting room.
- Health awareness days – possibly several evenings with talks and stalls.

Next Meetings:

Friday 20th May Friday 22nd July
Friday 23rd September Friday 25th November

All at 11am