

Patients Participation Group, The Market Surgery, Aylsham

Minutes

Friday 21st January 2022

Attendees: Carole White (chair)
Nicola Sandell (Market Surgery)
Ann Medler
Ken Seaman
Oya Christie Miller
Robert Watton
Irene MacDonald
Nicola Hibberd

Apologies: Jonathan Rackham
Paddy Seligman
Pat Newsome
Jilly Gourlay

Carole welcomed our new members and introductions were made. Carole gave a brief summary of the work and achievements to date of the PPG. We have received an email from Paddy advising that she is stepping down from the PPG as she is now moving to Winchester. We thanked her for all her contributions and advice.

Minutes of last meeting agreed

Matters arising not covered on agenda- none

Surgery Update:

- Staff- Dr Mumford will be retiring at the end of June. Dr Price is on maternity leave and there is a locum to cover her sessions. One of the nurses is also on maternity leave and a new nurse Katie will be covering this. There are now 7 GP partners and 2 Sessional GPs.
- Appointments -the appointment system has changed many times over the pandemic. There are currently approximately 50% F2F and 50% telephone. The rotas cover up to two weeks in advance. Irene asked if we could discuss this in more detail and try to get feedback from patients. It was agreed to add to the agenda of the next meeting.
- DNA rates are still high for nurse appointments but lower for GP appointments.
- Nicola S explained the PCN to new members
- The practice continues with the GP registrar training and there are also students coming from the UEA. There is a new registrar starting in February.
- Buzzers- CCG has provided practices with a buzzer for patients who may be infectious or wish to wait for their appointment in the car due to concerns

around Covid 19. NH suggested this could be widened to use to help patients with LD/Anxiety/Dementia who may struggle to sit and wait in the waiting room.

Patients Survey 2022:

- The survey from 2020 was discussed and suggestions were made to add in questions regarding online appointment booking/video and telephone consultations/Physicians Associate section/wearing of masks. Nicola S will update and circulate to members for comments. The questionnaire will then be sent by text to patients/ be available in paper format and be put on the website

A O B:

- Carole asked if we had received any feedback from Rebecca Champion - engagement officer at CCG – regarding the last patient engagement panel event. Nicola S will chase up as the PPG has not.

Next Meeting:

- March 18th 2022 at 11am