

Patients Participation Group, The Market Surgery, Aylsham

Minutes

Friday 23rd September 2022

Attendees: Carole White (Chair)
Nicola Sandell (Market Surgery)
Ann Medler
Ken Seaman
Fiona Usher
Irene MacDonald
Peter Lavender

Apologies: Jilly Gourlay
Nicola Hibberd
Tracy Newson

Sophie Walker from Healthwatch Norfolk –

Sophie gave an overview of Healthwatch and the current work that they are doing across Norfolk. They are working with GP Surgeries to undertake patient surveys and attend events to get feedback from people about the health services in Norfolk and then feedback to the providers and also produce reports which are published on their website. They also run other projects including My View Matters (social care home Learning disability), Enter and View (care homes) and have worked on specific projects with Practices e.g., Reepham surgery installed a new phone system, which they wanted feedback on during the initial period.

The annual Healthwatch AGM is at The Forum in Norwich on 29/9/22. We discussed how Healthwatch interact with young people and Sophie suggested posing a question to the panel at the forum. It was agreed that Peter would draft a question.

For more information about Healthwatch, the website address is:
www.healthwatchnorfolk.co.uk

Update: Following the meeting we have agreed a date for Sophie to come to the surgery for a feedback visit on 1st November between 10am – 12pm. If anyone would like to join her then please let Nicola know.

Minutes: All agreed

Matters Arising: Welcome to new member – Peter Lavender. Also Pat Newsome has resigned from the group but his wife Tracy will be joining us, but unfortunately was unable to make today's meeting.

Norfolk & Waveney's New Integrated Care System:

Discussed engaging with young people and to get their views and feedback. Nicola will discuss with the nurses who currently have some contacts at the school. Liaison with other PPGs – it would be good to get networking again with PPG groups within our PCN and across Norfolk. Hopefully the ICS will start to involve PPGs soon.

Health Awareness Events (progress): ACT has been booked for 8th March 2023. Discussed focus of event agreed to have it as a general wellbeing and health awareness event with stalls in large hall and possible breakout rooms for speakers. Nicola to send out list of organisations who attended previous events as a starting point – please let Nicola know of any other organisations who you think would be good to invite.

Surgery Update: The Surgery now has a Facebook page – still a work in progress. Current staff –

GP Partners – Dr Peter Lawson, Dr Nazia Ahmed, Dr Emma Price (on mat leave), Dr Amy Bowles, Dr Claire Wright, Dr Charlotte Florence

Salaried GPs – Dr Nevine Nasr (due to go on Mat leave Oct 2022), Dr David Fearnley

Physician Associates – Josh Russell, Will Casburn, Zina Wells

Nurse Practitioner – Leanne Farrow

Plus - 6 nurses and 2 HCAs

Patient Survey analysis and any action – Nicola still to complete results – to be sent out ASAP

AOB:

1. The issue of lack of privacy at reception was looked at. The group sees this as a topic of discussion for the surgery. Of course this might have been highlighted in this year's survey and subject to future deliberation. One member suggested baffle boards may be a possibility; these are used in the public sector where interviews take place cheek by jowl and are known to be effective.
2. A PPG newsletter was discussed. The group felt that we could all contribute to this to save sole responsibility falling on Nicola at the surgery. Due to lack of time there was little discussion for ideas but the group could think about these and bring them to the next meeting.
3. Many PPGs have regular input from GPs and group members raised this issue. Discussion was deferred for next meeting when our Constitution can be revisited. The main driver for this was uncertainty that the doctors and staff received feedback from our meetings and if the Minutes were discussed at team meetings or circulated to GPs.

4. Members were asked to help with forthcoming vaccination sessions, two members, Fionna Usher and Ken Seaman were able to volunteer their services

Next meeting: Friday 25th November 11am