

Patients Participation Group, The Market Surgery, Aylsham

Minutes

Friday 20th January 2023

Attendees: Carole White (Chair)
Nicola Sandell (Market Surgery)
Ann Medler
Ken Seaman
Fiona Usher
Tracy Newsome
Nicola Hibberd

Apologies: Irene MacDonald
Peter Lavender

Minutes of last meeting- agreed.

Matters Arising: None

PPG Constitution:

- Nicola S has made a new draft with some adjustments. This was discussed. It was suggested to include having a GP attend a meeting once a year and then as required to discuss any relevant issues. Nicola S will continue to be the link between the practice and the PPG.

Patient Survey:

- Nicola S will send out the results to everyone which can be discussed at the next meeting.

Health Awareness evening

- Wednesday 8th March 6-8pm at ACT centre. Set up 5.30pm
- 8 confirmed but many have not come back to Nicola S. We agreed we would send out some emails and contact anyone from the groups we know and share on email.
- 6 talks in breakout rooms. 10-15minutes in length including 5 minutes for questions.
- Nicola S will do a poster and send out to PPG members to be distributed and send to local village newsletters and put up in businesses around Aylsham.
- Nicola S will contact ICB re communication of the event.
- ACT are organising refreshments.
- Help will be needed on the evening.
- Meeting on Friday 24th at 11am at the surgery for final arrangements.

Surgery Update

- Dr Fearnley has now become a GP partner.
- One of the practice nurses is returning on 1st February after maternity leave.
- DNAs- the practice is looking once a month at under 18s who do not attend appointments. Sending text reminders has made a difference.
- Following previous discussions the practice have been trying to text patients with appointment times rather than asking them to ring back as this has been a problem
- Friends and family test results – Nicola S will send feedback through to the group.
- CQC inspection is to be expected as the last one was in 2016.

Healthwatch visit report.

- Very positive responses from patients

Complaints and concerns

- Rachel joined the meeting and discussed practice complaints and how these had been managed and resolved with patients.
- In the last year there have been 20 complaints and 22 concerns raised
- Complaints included issues relating to the dispensary, reception, chaperones, clinical care, death certification, Gillick competence and new patients.
- Concerns were regarding waiting times.

AOB:

- Newsletter- this has been started and there will be a quarterly issue. It will be available on the website, as a paper copy and a link will be sent to patients to access. Carole suggested it could include number of appointment DNAs, numbers of patient telephone calls and F2F appointments.
- Friends of surgery- none of the members will be joining us currently.
- AGM to be held on March 24th.
- Congratulations to Lucy Sadler for the award she received recently for Practice Nurse of the Year.

Dates of meeting in 2023 (all meetings start at 11am)

- March 24th
- May 26th
- July 21st
- September 22nd
- November 17th