

Patients Participation Group, The Market Surgery, Aylsham

Minutes

Friday 25th November 2022

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

Apologies: Nicola Hibberd
Irene MacDonald
Jilly Gourlay – Jilly has now decided to leave the group due to other commitments

Introductions: Tracy Newson was welcomed to the group. Tracy is currently a volunteer on the Age UK advice line and editor of the U3A newsletter.

Matters Arising:

- Healthwatch have now attended the surgery. Nicola will send the report through when we have received it.
- Gold Guidance for Drivers – Ann attended the course and found it very useful
- Update on COVID clinics - Fiona and Ken have kindly volunteered to help out at them. Fiona suggested that a sticker/badge for the volunteers would be useful. Nicola will feedback to the COVID team.

PPG Constitution:

- Reviewed the constitution as we have new members. Carole is chair and currently happy to remain so. Nicola H to remain as vice chair and minute taker, Nicola S (or surgery representative) to be secretary.
- AGM – discussed the need for one but to be informal. Event to be a reflection meeting to review the previous year and plan for the coming year.
- Wording – reviewed the wording of this constitution, agreed to make some minor amendments. Peter agreed to put some wording together and send to Nicola to send around to everyone for agreement.

Patient Survey:

- Overall a good response. Main issues were patients unsure about what a PA was (Nicola has now added this to the TV screen in the waiting room), Touchscreen was not always working (this has now been replaced with a new

one), privacy in the waiting room – aware that is not private and difficult to make conversations private (Nicola to discuss at her next managers meeting)

AOB:

- GP Partner to attend meeting – Nicola to arrange for them to come in for 10 minutes at the beginning of the meeting
- Market Surgery Support Group are disbanding. Nicola to see if any of them would like to join the PPG
- Appointment data – Fiona suggested looking at the appointment data which is available for all to view. Had some technical difficulties in look at it – but the details can be found here - <https://www.dailymail.co.uk/health/article-11462995/Face-face-GP-appointments-highest-level-Covid-nationally.html>
- Men's Shed – Ken advised that a new Men's Shed group has now been set up in Aylsham
- Newsletter – briefly discussed the need for one. Update – this is now being worked on

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

- January 20th
- March 24th
- May 26th
- July 21st
- September 22nd
- November 17th