

Patients Participation Group, The Market Surgery, Aylsham

Minutes

Friday 26th May 2023

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

Apologies: Nicola Hibberd
Heather Riseborough

Minutes of last meeting- agreed

New members – Carole let us know that there are potentially 2 new members (Peter and Liza), who unfortunately were unable to attend today.

Matters Arising:

- Dermatology request, you can still complete the survey if you want:
<https://www.smartsurvey.co.uk/s/dermatologyandskincancer/>
- Contacting schools to engage with young people. We discussed this again and felt that actually it might not be worthwhile to engage with patients of this age group. The 18-30 year old age group might be a better age group to engage with.

Newslettter

- Nicola and Carole met with Peter who has designed us a new newsletter. We will have different sections including Useful numbers, Did You Know?, Surgery Update.
- All members to contribute articles for the newsletter – send them to Nicola by 19th January who will collate them for review at the next meeting.
- Peter will do an article on the receptionists, Nicola to arrange a date for him to interview 1 or 2 receptionists for an article

Feedback from online meeting PPVE meeting

- Carole attended one of the 'drop in' sessions. It was run by NHS England and mostly attended by NHS staff. Carole feedback that it was interesting but not sure how helpful it was. She will look to attend the next one.
- Kings Fun training – Peter discussed how useful it was, however it is quite a big commitment

Feedback from group PPGs meeting at Wymondham:

- PPG Group meetings – Carole has attended another meeting and fed back about the call for new members and that they thought our survey was good.

PPG Recruitment template – discussion:

- A toolkit has been produced, includes helpful tips on recruitment
- Poster – Carole to feedback

Surgery update

- Dr Lawson is retiring at the end of March 2024
- Shared Care allows different health organisations in Norfolk to review pt records from those organisations (i.e. NNUH can see GP record), this has now gone live for Primary Care - <https://improvinglivesnw.org.uk/our-work/healthier-communities/digital/shared-care-record/>

AOB:

- Discussed lack of NHS dentist provision in Norfolk

Dates of meeting in 2024 (all meetings start at 11am)

- 26th January
- 29th March
- 31st May
- 26th July
- 27th September
- 29th November