

Patients Participation Group, The Market Surgery, Aylsham

Minutes

Friday 22nd September 2023

Attendees: Carole White (Chair)
Nicola Sandell (Market Surgery)
Ann Medler
Ken Seaman
Heather Riseborough
Irene Macdonald
Peter Lavender
Nicola Hibberd

Apologies:
Fiona Usher

Minutes of last meeting

- Agreed

Matters Arising:

- **Action** - Nicola has started to contact organisations to let them know about next year's Health Awareness Event in July.
- **Action** -Duke of Edinburgh scheme – Carole has investigated but it is not suitable.

Newsletter

Initial contact with AHS was not successful but Carole will pursue further following a classroom assistant suggesting a possible IT project. Peter suggested contacting Monica Harding who is a link to the school on the Aylsham Community Trust. **Action point-** Peter to email Monica's contact details to Carole.

ICS request to consult PPGs regarding a new dermatology pathway.

Carole has been contacted by Joshua at Healthwatch regarding this. The email was forwarded to the group. After a lengthy discussion, it was agreed that Carole will email a response from the PPG. We will be happy to meet though due to short deadline this may not be possible unless we have an additional meeting. Carole will discuss our thoughts and questions further with Joshua at the PPG meeting on 4th October. **Action point-** Carole

PPG Toolkit

PPG members were emailed the toolkit for setting up a PPG. Following discussion, it was agreed this may be useful for both new and old groups although it was felt the document was too long. Ideas for the toolkit to be fed back at the meeting by Carole

include i) information about PPGs in Norfolk ii) Proformas iii) A summary leaflet iv) training for PPG members v) Less information about Healthwatch

Action point- Carole

Surgery update

- Wellbeing for staff- the surgery is trying to improve awareness of staff wellbeing. There was recently a talk by the surgery's Menopause Champion
- Active Now- a GP exercise referral scheme for patients to improve physical activity levels. Patients pay for classes but are eligible for discounts for these and at gyms etc.
- Staff- new GP registrar started in August. There are also 1 new nurse and 2 new HCAs.
- DNAs- less for GP appointments but still an ongoing problem across all types which the surgery are working on. Letters are being sent to patients who frequently DNA. Dates of meeting in 2023 (all meetings start at 11am)

AOB

Fiona wished to raise the issue with helping at Flu clinics. Nicola S will check what the arrangements are.

Date of next meeting- Friday November 17th