

Patients Participation Group, The Market Surgery, Aylsham

Minutes

Friday 24th March 2023

Attendees: Carole White (Chair)
Nicola Sandell (Market Surgery)
Ann Medler
Ken Seaman
Fiona Usher
Tracy Newsome
Irene Macdonald
Jonathan Rackham
Heather Riseborough
Grace Yorke

Apologies: Peter Lavender
Nicola Hibberd

Minutes of last meeting- agreed

Matters Arising: None

Introduction:

- Two potential new members were welcomed to the group – Grace and Heather. Everyone gave a brief introduction as to who they were.

Health Awareness – debrief

- Discussed disappointment in numbers of attendees and where this was due to the location/time of year/time of day/weather, or a combination of all of these.
- The organisations who attended found it a useful networking event.
- The Big C are keen to come to the PPG and give a presentation
- Discussed future events and feel that the Town Hall would be a better location. Nicola is to contact the Town Hall and see if she can book a Saturday morning for May/June 2024
- Nicola to write an article for Just Aylsham about how the event went – making it positive
- The PPG thanked Nicola and Nikki for their help during the event, and thanks to all of the members who helped out as well.

PPG Constitution:

- The new constitution was agreed.

Patient Survey:

- Review the report, overall the results were positive, however there are some areas that we could improve on, such as appointments (see below).
- Discussed privacy in the waiting room and that we had discussed it in our managers meeting, but it is very difficult to put a screen up in the waiting room as the receptionists need to be able to have a view of the room. Nicola to organise for a poster to go up at reception, stating that patients can ask to speak to a receptionist/manager in private if they wish.
- The survey report will be added to The Market Surgery website.

Appointments

- Following the results of the survey, the appointment system at the surgery was discussed. Nicola spoke about how it currently works – appointments can only go on 2 weeks in advance (due to NHS England contract requirements). Even if a GP asks a patient to be seen again in 2 weeks, it might not always be exactly 2 weeks and might not be with the same GP (due to holidays/training/students etc)

AOB:

- Newsletter- Tracey has kindly offered to help with the newsletter. If any members would like to write an article then please send them through to Nicola.
- Support Group – as previously discussed the Surgery Support Group has now closed, Carole asked if the PPG were interested in fundraising. All agreed not at the moment.
- COVID vaccines – we are starting our Spring Booster campaign in April, only over 75s and immunosuppressed are eligible.

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

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