

Patients Participation Group, The Market Surgery, Aylsham

Minutes

Friday 26th May 2023

- Attendees:** Carole White (Chair)
Rachel Clarke(Market Surgery)
Ann Medler
Ken Seaman
Fiona Usher
Tracy Newsome
Irene Macdonald
Heather Riseborough
Nicola Hibberd
- Apologies:** Peter Lavender
Jonathan Rackham
Nicola Sandell

Carole welcomed Dr Fearnley to the meeting.

Minutes of last meeting- agreed.

Matters Arising: 1) Tracy has started a draft for the newsletter to include information on the appointment system, health awareness evening and the new telephone system. Other ideas were discussed. Rachel will take this to the managers meeting to agree. Some laminated hard copies to be made available in the waiting area. It was agreed it should be every quarter. **Action point** 2) Grace Yorke has decided not to join the group at the current time.

Health Awareness Day 2024

- Town hall has been booked for Saturday 6th July 2024.
- Small room is available for talks.
- Teas and coffees can be made in the kitchen areas for attendees.
- Rachel will ask Nicola S to start emailing groups/individuals who have previously attended to advise of the new date. **Action point**
- Discussed that there could be a talk on how the GP surgery operates and one on self-care.

Surgery update

- New telephone system – has been introduced which is cloud based. This allows 4 receptionists to be available between 8 and 10 am to answer calls.

There will be capacity for 50 phone lines to come into the system. Callers are now advised their position in the queue. Calls take on average 4 minutes each.

- Staffing-Dr Fearnley has now become a partner at the practice. Zina Wells one of the Physician Associates has moved to the hospital to work. There will be a new Advanced Nurse Practitioner joining the surgery which will allow Leanne the ANP, to visit care homes from June/July. New GP registrars will be joining in August as the current ones leave.
- More medical students from Cambridge university will be joining for teaching.
- List size- 10,080 patients Currently the number of patients per GP FTE is 2700patient. There are 7 GP partners one of whom is full time.
- Clinical pharmacist- will now be doing medication reviews and blood pressure reviews with patients.
- Hubs- are open evenings on Tuesday, Thursday and Saturday mornings in different localities across the PCN to improve access to appointments.

AOB:

- Ken gave an update on the Men's shed in Aylsham

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

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