

Attleborough Surgeries

Patient Participation Group Minutes 10th June 2025

PPG Chair: DB

Attendance (Initials of Participants Only): IA, L-AH, GH, BS, RF, SH, LM

1. Apologies for Absence

Apologies were received from MK and MH. PH has confirmed her resignation from the group and the Chair passed on his thanks for her contribution to date.

2. Approval of the Minutes from the Previous Meeting

These were agreed as a true and accurate record.

3. Review of the First PPG Newsletter

SH shared her thoughts that this was a very good first introduction to the PPG and suggested it was shorter next time, with the potential use of links for patients to access more detailed information. Pros and cons discussed with the use of links, including how this would work with paper copies. SH shared an example newsletter from Wymondham Medical Practice which would be reviewed by the group. GH confirmed he had shared the newsletter across a number of other facebook groups and LS confirmed paper copies had been made available in several locations; no specific patient feedback has been received. Members agreed that rather than producing a set quarterly newsletter, that these would be published at regular intervals through the year and numbered as issued.

DB will write a short introduction as chair and LS will provide a short article on the role of the dispenser, following the Dispensary Managers attendance at the last meeting. LS will also provide an update on 'did not attend' figures and other suggested topics included promotion of the NHS app and Pharmacy First service.

4. Patient Survey Results

Agreed that these needed to be rebased, to remove the events where patients had no experience, as this changes the results quite significantly in some areas. LS will arrange to do this and send to GH. LS also discussed at length changes that were being introduced in the Practice regarding the process of managing health requests that are received into Practice. This is with the expectation of decreasing waiting times and improving safety and senior medical overview for reported health concerns.

5. Q&A with Reception Manager

This will be carried forward to a future meeting as TD was unfortunately unable to attend.

6. Changes within the Practice

This item was related to the surgery building and will be carried forwards to a future meeting, due to time constraints. It was highlighted that the EDP had recently reported that

a new Surgery was due to be built; LS confirmed that this was not accurate and would update the group fully at a later time.

7. Practice Half Day Closure

LS confirmed to the group that the Practice was planning to close for the afternoon on 17th September in order to support a whole Practice training afternoon. This will be advertised well in advance, and during this closure period, the telephones will be covered by our out of hours provider and patient's will be directed to attend the Walk In Centre for any health matters that can not be delayed until the following day.

8. Practice Open Morning

LS discussed that the Practice is planning a Saturday open morning and would welcome some support from PPG members to engage a few local groups to attend, along with a few members to have a table to meet and talk with patients who may like to visit. There was general support for this and L-AH offered to support liaison with some local groups. It is planned that the event will run 10.00 – 12.00 and will take place in the Autumn 2025.

9. AOB

In addition to the Practice staff already planned to attend to speak with PPG members, the group asked that a Social Prescriber also be included; LS will arrange this.

LS was asked to explain why the Practice no longer provided ear syringing. There is no evidence that this is a successful long term treatment and can in fact create longer term problems for patients, whereby oiling is safer and often successful. There is also a high risk of ear drum perforation and is therefore a procedure no longer recommended. Where further intervention is required, patients are usually referred for micro-suction.

10. Date and Time of Next Meeting

The next meeting will take place on Tuesday 8th July at 1pm at Station Road Surgery. This meeting will purely focus on articles and information for the next newsletter.