

Patients Participation Group, The Market Surgery, Aylsham

Minutes

Friday 22nd March 2024

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

Apologies: Heather Riseborough
Jonathan Rackham

Presentation – MIND (Rest, Aylsham) Paul Rowlands

Paul talked us through the work that is being done at the Rest Hub in Aylsham. All staff who work there have mental health training.

They will see people over 18 years old and provide a mixture of services for them including 1 to 1 session (x6, but can drop in after this), they have social hours from 11-2 and 3.30-4.30pm, they offer group sessions – Arts & Crafts (Weds), Kindness café (Sat), Social Fun day (Sun), IT skills, bereavement café, neurodivergent youth group. They also offer an appointment only surgery for people in crisis (via NSFT) from 6-12pm. They also now have a Rest Hub football team.

Minutes of last meeting- agreed

Matters Arising:

- ICB meetings that Carole has been attending have been postponed during staff changes
- Friends and family data – Nicola to send information through to PPG

New members

- We welcomed Peter and Angie to the group

Newsletter:

- Has now been finished - review layout of back page
- Add info on MIND to next newsletter

Surgery update

- Dr Lawson is retiring and we are employing a new salaried GP (starting May) called Dr Anna Stenberg

AOB:

- Discussion about social media – Nicola advised that staff do not comment on social media posts
- Feedback saying how good the receptionist recently – Nicola to feedback to reception leads about getting someone to cover front desk if the receptionist is dealing with a complex patient.
- King's Fund video on the NHS - <https://www.youtube.com/watch?v=blapgFKXv0I>

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

- 24th May (now 31st May)
- 26th July
- 27th September
- 22nd November