

Patients Participation Group, The Market Surgery, Aylsham

Minutes

Friday 22nd November 2024

Attendees: Carole White (Chair) via the phone
Kate Bywater (Market Surgery)
Angie Cushine
Irene Macdonald
Peter Lavender
Nicola Hibberd

Apologies: Ann Medler Ken Seaman Fionna Usher
Heather Riseborough

1) Minutes of last meeting – read and agreed by everyone. Kate chaired the meeting for Carole.

2) Matters Arising- i) PPVP- there has been no feedback to Carole. She will be attending the meeting on 26th November ii) ACT centre- there has been a change of staff. Kate will arrange for them to come along to a future meeting iii) PPG minutes- now on noticeboard in surgery and on surgery website iv) Bereavement café- Kate will add details on the surgery Facebook page.

3) Surgery Update

i) **Staff-** currently shortage of staff in reception area. New receptionist starts end December. Medical secretary goes on maternity leave early January. Locum starts this week. Lucy- nurse manager finished work yesterday. Part-time nurse will be starting. ii) **New phone system-** went live yesterday. Once up and running patients should be able to request a call-back. lii) **Website-** new one working well. iv) Aylsham housing developments- planning permission was granted for the new houses in Aylsham. There may be some possible funding available for the surgeries to extend their premises.

4) Question to ICB at public meeting

This was discussed via emails prior to the meeting and at the meeting. It was agreed that Carole and one other member of the PPG will attend the ICB meeting in person on 26th March 2025 at 1.30pm. The proposed question which was agreed by all members present is: What plans does the ICB have to develop patient involvement in its work and with partners across the integrated care system?

5) Newsletter items

i) Peter met with the surgery social prescriber and will write an article with information about this service for patients. ii) Bereavement café article from Carole iii) Kate will write an article about the NHS app. iv) Save the date – April 3rd Thursday for patient information event v) any other articles to be emailed to Carole with a **deadline of end December**

6) PPGs liaison meeting in January

Janet Eastwood has kindly offered to host the meeting on Friday 24th January at Sheringham Medical Practice. Carole has suggested that there is a maximum of 3 or 4 from each surgery. Carole will send out an email to our PPG for volunteers. It has been suggested that an agenda item could be a short presentation from each surgery on their PPG – maximum 10 minutes. Other ideas for the agenda – challenges and successes for PPGs; patient voice. It was felt that the meeting should be up to 2 hours long.

7) AOB

i) Patient information day – groups for invitation were briefly discussed It was suggested we might have someone running sessions on Basic life support. Nicola will ask Chris Baker who provides information sessions regarding CPR at Marsham village hall. He looks after many of the local defibrillators in Aylsham and surrounding villages. More detailed discussion about the event will be an agenda item at our next meeting.

Date of next meeting: Friday 31st January at 11.15am