

Patients Participation Group, The Market Surgery, Aylsham

Minutes

Thursday 27th March 2025

Attendees: CW (Chair)
KB (Market Surgery)
AC
PL
NH
FU

Apologies: IM JR HR KS AM

1) Minutes of last meeting – read and agreed by everyone.

2)Matters Arising- none

3) Healthy town event

Meeting was held on 28th February at Bure valley railway café. Most things finalised. P and F will help with teas. A will help on welcome table. C will attend later in the morning as at bereavement café. It was agreed we would have a welcome table with leaflets re stalls and organisations present and breakout talks. PPG will have own table with leaflets regarding use of NHS app and how to join the PPG. Name badges and lanyards will be brought from the surgery. K has biscuits and GP partners have kindly agreed to provide fruit. 28 attendee organisations and 6 presentations. Obtaining feedback on the day was discussed and photos of the event.

4) ICB survey re cost cutting proposals

There will be a Healthwatch presentation by DR on April 3rd at the town hall.

5) Question to ICB public meeting

Next meeting is in May. Any questions must be agenda led and need submitting but the agenda only comes out 1 week before the meeting. After discussion C proposed that we write to the ICB a letter expressing concern about lack of support for PPGs. “Under the new proposals how do the ICB envisage supporting PPGs”. C will discuss with Sheringham PPG. It was suggested that a letter should be sent from the consortium and then from each individual PPG in the new consortium.

6)Surgery update

i) Staff- Nursing team- both new nurse and HCA are now in post. There is still a shortage of nursing appointments, so any hospital bloods are being taken at Cromer hospital if possible. **Reception team-** advertising for part-time receptionist and

maternity cover for lead receptionist. **Physicians associate** – Anisha leaves today. Will return from sabbatical next week.

ii) **NHS app**- increased use.

iii) **New phone system**- working well. Reductions in answerphone use.

iv) **DNAs**- no current figures since last meeting

7) AOB

i) **Research Engagement Network meeting**- P recently attended this and gave an overview of current projects. Every GP practice is expected to be involved with research. The engagement team will work with those who aren't involved and aim to get "silent voices" heard. K is currently the practice research administrative lead.

ii) **Practice team members at PPG meetings**- K suggested we invite a member from the team to each meeting which was agreed by all present.

iii) **Concerns and suggestions box**- there is a safety concern due to prescription requests being put in the box. There has only been 1 comment in the last 6 months. It was agreed the box should be removed. Patients can provide suggestions and voice concerns by email/sytsemonline/telephone/friends and family questionnaire.

iv) **Noticeboards**- concern was expressed about the noticeboards and how information is being displayed. P and C will meet to have a look and provide some feedback.

v) **Norfolk Primary Care**- will be attending our next meeting

vi) **ICS newsletters**- C has not received in months

Date of next meeting: Friday 13th June at 11.15am