

Patients Participation Group, The Market Surgery, Aylsham

Minutes

Friday 13th June 2025

Attendees: C W (Chair)
Kate Bywater (Market Surgery)
A C
K S
F U
N H
A C
S M

Apologies: I M

J R
P L
H R
A M

C welcomed S as a new member of the group and also welcomed M Mc Primary Care Network Development manager.

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

2)Matters Arising- i) Notice boards- C and P have looked at the noticeboard in the waiting room and produced a report with suggestions. Kate passed on her thanks for this. The reception team are currently under extreme pressure so do not have time to action this. New reception team members once their induction is complete may be able to take this on. It was also suggested PPG members may wish to undertake this work. Action point- to be discussed at next meeting. ii) **Information screen-** this is still broken. It was suggested by M there may be some assistance available from Norwich. Kate will follow this up.

3) Feedback from NNPPG Network meeting

Meeting was held on 16th May. F, A and C attended. C has forwarded some notes and formal minutes will be sent out once C has received them. The group are interested in our patient survey. C will forward a copy. Items discussed at the meeting were the newsletter and having an article in Just Aylsham. C will ask P about potential cost of this. Action point- C

New members- it was agreed that as our constitution states that we will have 10 members in the PPG we will not recruit more but can add anyone interested to a virtual group or a waiting list.

Ground rules- something another practice have for new members. We discussed and amended for use by our PPG

The next meeting of the network is at We will be hosting the meeting in September. The ACT centre is being considered. In November there will be a conference of all PPGs

4) Response from ICB

C has emailed to the group the response from the ICB which was discussed. There was recognition of the work the PPGs do and its importance. There are currently organisational changes taking place at the ICB due to the funding crisis so they are unable to commit to support PPGs. It was agreed we will review the situation in 3 to 4 months

5) Healthy town event

This went very well. Thank you to K at the town council. There was lots of advertising of the event and a good attendance. October Healthy Town event – there was uncertainty over who is leading this. Action point-Kate will check with K.

6)Patient Survey for 2025

C will send out previous survey to the group and we will discuss at the next meeting Action point- C and members to review

7) Surgery Update

i) Staff- Nursing team- Caroline will be leaving and a new member will be joining the nursing team in September. There is still a shortage of nurse appointments.

Physicians associate – Will has now returned from his sabbatical. **Registrars-** 2 new GP registrars start in August. **Dispensary team-** changes in members of the team but will be at full capacity over the next couple of months.

ii) NHS app- increased use. One of the reception team has offered to undertake the NHS Ambassador training

7) AOB

i) PPV meeting- this has now changed to Lived Experience Partner drop-in. C was unable to attend but questions its benefit to the group which was discussed. C was thanked for attending all the meetings previously **ii) care coordinator**-Libby the care coordinator will be attending the next meeting.

Following the meeting M provided a question-and-answer session regarding his role at the Primary Care Network. He plans to visit PPG's across Norfolk to develop an understanding of PPGs and look at Good Practice. This can then be fed back to groups to support development.

Next meeting scheduled for July.