

Patients Participation Group, The Market Surgery, Aylsham

Minutes

Friday 25th July 2025

Attendees: C W (Chair)
K B (Market Surgery)

F U P L H R
S M N H

Apologies: I M K S
A M A C

C welcomed K M to the meeting to discuss the next Healthy Town event in Aylsham on 11th October. This was discussed prior to the commencement of the meeting. It will run in the town hall between 10 and 1 with a similar format with the green room for talks and tables for all the organisations in the main hall. K will send out invitations. C will contact representatives from Hungate surgery PPG. Set up at 9am. K will attend our next PPG meeting on 26th September for final arrangements.
Action point K and C

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

2)Matters Arising- i) Notice boards- N and F had previously volunteered to look at these. They will liaise with surgery staff as to when this might be convenient. *Action point N and F* ii) **Information screen-** this is now working

3) Feedback from NNPPG Network meeting

C, H, P and S attended the last meeting. C has forwarded some notes. I) Possible closure of HealthWatch- this was discussed. It had been agreed that PPGs could send a letter to their MP regarding this. C will draft a letter. It was agreed that the patient voice is important, but this may not necessarily need to be HealthWatch. Ii) Meeting 12th September- Market Surgery PPG to host. C will check re venues and costs. Possibly to be held at ACT centre. Iii) Conference in November for all members of North Norfolk PPGs- C looking into various venues and costs as well as designing the workshop with other leads. P will speak to M B from North Norfolk Primary Care Group about funding this. Parking will need to be available. iv) Data set analysis on performance – K will have a look and see if there are some QOF performance indicators we can look at as a PPG.

Action points- C, P and K

4) Patient Survey 2025

The 2023 survey has been circulated to members. C and K will initially go through this, make amendments as appropriate (re Covid) and then sent to members to comment.

Action point- K and C

5) Newsletter

Next surgery newsletter for Autumn/Winter. Just Aylsham was also considered for any articles as Hungate Surgery currently have the centre pages each month. P has enquired and this would cost £390 a year. However, news items in this are free. Members to consider items which we might include.

6) Surgery Update

i) Flu and Covid clinic- Saturday 4th October- F has volunteered to assist with this.

ii) Surgery team – new members- Practice nurse- Louise ; Nursing associate- Lily and Phlebotomist- Tansy. Decreased numbers currently of receptionists and dispensary staff.

7) AOB

i) Patient Association- several members of PPG are also members of this organisation. They will bring any interesting or relevant articles to our meetings or email to C. **ii) patient feedback** – F had spoken to a patient in the waiting room who suggested for patient privacy the seating could be rearranged. K will feedback to partners and staff.