



## Patient Participation Group

### Minutes of AGM Meeting

22nd September 2022

**1. Welcome:** IG welcomed everyone. It was good to see so many members again, especially as our last AGM was via Zoom. Regretfully, IG had to inform the group of the sad passing of one of our most dedicated members, Colin Johnston. IG and SG attended his funeral. He will be fondly remembered by us all and his excellent contributions will be much missed.

**2. Present:** Theresa Banks(TB), Jane Chase(JC), Kathy Foley (KF), Jasmine Fulcher (JF), Karen Goult (KG) via Zoom, Ian Gutteridge (IG), Stella Gutteridge (SG), Ann Lemmon (AL) Dr Arafat Mansour (AM), Malcolm Powell (MP) Margaret Worledge (MW) Chris Acton (via Teams)

**Apologies:** Enid Bright(EB), Richard English (RE), Pat Fraulo (PF), Penny Hipkin (PH),

### 3. New Build Update:

Chris Acton joined the meeting from York and gave an update on the new build with the good news that building contracts had been signed and work was to start on 14/11/22. Procurement purchase orders are being placed but planning conditions still have to be discharged and permits obtained. It is anticipated that completion will be 14/1/24. MP asked about the approved contractor. CA named Pentico and said no local contractors were interested in the project. TB asked about link roads. CA said that the build was not connecting with the Persimmon house building project but would be accessed directly from the bypass as there would be an unacceptable delay to our build if we waited for Persimmon. The first stages are excavation and watering of foundations.

CA said there was much opportunity for PPG involvement, particularly with regard to consultation about how to help patients disadvantaged by the move. There are quite a few possibilities to look into. MP pointed out that we agreed in the past to advertise details of the move. He felt there was still some confusion amongst patients. He said we also needed to look at public transport arrangements.

KF advised that the plans have not been published due to staff sickness and absence and the practice has been too busy. They will now dedicate space in waiting rooms to advertise

the new build. CA said that we need to refer back to HOSC commitments and make sure we are addressing those. Inevitably, there will be losses and gains as we cannot meet everyone's wishes.

CA said he was not aware of what is happening with the other surgery hub project (WAY4B). KF and IG said the next meeting was 28/10/22 and KF will attend but nothing much seems to be happening. CA discussed the problems of connecting up these projects.

The developers are keen to have patient involvement in the build. It was suggested that there could be site tours and discussion on the decoration of interiors. The group will be shown 'mock ups' of interiors and drawings of the proposed rooms. MP pointed out that he had already sent lists of suggestions to CA and he referred in particular to the involvement of pupils from nearby schools. CA suggested that someone needed to act as a PR consultant for the practice. He will send all the suggestions he has collected over the last two years but is now leaving the project as his job is completed, although he would be coming to the opening ceremony. IG thanked him on behalf of the group for all his excellent work and said that PPG involvement in the build will always be available.

#### **4. Minutes of 2021 AGM:**

These were accepted as a true record. All were in agreement. There were no matters arising.

#### **5. Minutes of previous meeting:**

IG reviewed the minutes of the meeting. JF proposed these be accepted as a true record, seconded by TB. All were in agreement.

#### **6. Matters Arising:**

IG informed the meeting that the CEO of QEH had spoken to PH about an article about the hospital in The Lynn News, in which PH's comments at the PPG meeting had been quoted. This was before the minutes had been published on the practice website. It appears that the minutes had been forwarded to the Lynn News by someone unknown. IG spoke to the head of news at the Lynn News who had said that she felt that as a public meeting its content could be freely reported. IG advised that although the minutes are posted on the practice website and are therefore open to all who would wish to view them, the meeting itself is not public as it is open to members, invited guests, speakers and practice personnel.

PH had also contacted the paper with similar comments.

The group they should be aware that minutes could be sent on to newspapers after they had been circulated so to be aware of this. No member of the group was aware of how this had happened and it was suggested that perhaps a patient who had seen them had passed them on.

#### **7. Election of Officers/Committee:**

IG had previously emailed current officers about continuing in their posts and all were prepared to do so. As there were no further nominations, MP proposed that they be re-elected, seconded by JC, and agreed by all.

## **8. Election of Committee:**

The Committee has not met since the Covid lockdown. The current members are IG, SG, PH and TB. Paula Bell has stepped down. IG invited other members to join the Committee but no-one offered to do so. As a result, we will operate with a 'slimmed down' committee for the time being.

## **9. Chairman's Address:**

IG said it had been another quiet year for the PPG due to ongoing COVID 19 issues but, in the early part of the year, meetings were kept going via Zoom and he thanked all those members who were able to attend these meetings. In June, we were able to have our first face to face meeting and it was good to welcome back PF who has returned to the area.

IG recently met with the chair of Heacham Practice PPG. This group is being re-established as it folded during COVID. The new chair is very enthusiastic and is hoping that the group will offer added value to the practice over time. IG is hopeful that we can maintain a connection with the new group and exchange ideas for our mutual benefit.

IG commented that CA and SJMP have kept members updated throughout as to the progress of the new build. He is hoping that the group can become more active over the next year and he would welcome any suggestions from members, or the practice, as to what activities we could become involved in, going forward.

IG concluded by thanking the practice and members for their support over the last, quite challenging, year, so that we were able to keep the group going throughout the COVID period.

## **10. Treasurer's Report:**

The annual accounts, from sept 2021-sept 2022 have been submitted to KF (auditor) who has approved and signed them off. KF passed on £27.88 book money to be included in next year's accounts.

SG reported that there had been very little activity and from 6/10/21 to 22/9/22 nothing had been banked.

<u>Current totals:</u>	Reserve Account	£78.82
	Current Account	£676.72
	<u>Overall Total:</u>	£749.54

## **11. Practice Update:**

KF confirmed that the practice building has been sold and they are now leasing the building until the new build is completed. The new build lease has been signed and work is soon starting on site with expected completion in January 2024.

The practice workload continues to increase and there has been a spate of staff illness with 8 members of staff currently off work.

The three surgeries in our PCN are now offering more physio and mental health appointments, with 2 physiotherapists and 3 mental health practitioners contracted. They

are shared between the practices on a rolling rota and patients can book appointments with them directly, if they meet the criteria. The PCN has also appointed a new manager, which should help to relieve the workload.

Enhanced access for patients will commence on 3<sup>rd</sup> October, across the King's Lynn PCN sites – Gayton Road, Southgates (and Woottons), and SJMP- offering appointments Mon-Fri 7.30am – 8.00pm and Sat 9am -5pm. This is in response to an NHS directive. There are a required number of patient hours across the network per week so Kings Lynn PCN must provide 64 hours per week. The practice has submitted ideas to the local ICB for approval. These extra hours could be a mixture of face to face, telephone and video appointments with various clinicians such as GPs, phlebotomists, HCAs and Advanced Care Practitioners, among others. Patients could be offered an appointment anywhere in the PCN. Southgates and SJMP also intend to incorporate the LIVI GP service. Normal appointment services will continue.

TB asked about the reintroduction of online booking services. KF confirmed that this service is still unavailable due to NHSE IT services and the practice is awaiting further information.

## **12. QEH - Governor's Update:**

IG gave an update in the absence of PH.

Caroline Shaw, the CEO, is in her last week and Alice Webster will step in as interim CEO. A new Chief Nurse has been appointed.

The hospital continues to address the roof problems by propping areas where necessary. There are now three times more props than hospital beds. This is because of the deterioration in the roof RAAC (reinforced autoclaved aerated concrete) panels. The hospital was designed for a 30-year lifespan and is now 42 years old. Installing further props will cost another £90m over the next three years.

The CEO has opened the new Endoscopy unit which has cost £12.5m. The unit frees up space to develop and expand theatres, and to undertake work to address the roof issues.

The hospital has held meetings, interrupted by the Queen's death, to present plans for the development of the proposed new hospital. The intention is to construct a new 7- storey car park on the site of the Inspire Centre to allow development of the new hospital on the present car park site. IG passed around a picture of the proposed new car park and said that two handouts are available of the new hospital plans. They can be viewed on the QEH website or members can request an emailed version from IG. Money spent on all the new units (Endoscopy, Emerson unit. Eye Unit, ward refurbishment) will not be wasted as these will be incorporated into the new overall hospital.

Ongoing plans for further development of the existing site include an extension to A and E department (made possible by the movement of management) and a new state of the art diagnostic centre. Planning approval has been granted for this but it is awaiting a funding decision. The hospital remains hopeful that they will get the go ahead for the new hospital shortly.

A new Voluntary Services manager, Joanne Rowe, has been appointed. There has been a significant reduction in the volunteer numbers over the last two years but recruiting has been taking place recently.

The Autumn Covid booster programme has started for staff and volunteers and the Flu vaccination programme starts in early October.

.

### **13. AOB:**

KF suggested we hold a Christmas Fair in December. We could sell cakes and other items, together with a Tombola. This event would help to advertise the PPG. Members felt that this would be a good restart for the PPG's activities. IG will take this forward.

IG received an email from Richard English who wishes to pass on his praise for the SJMP admin team who were very helpful to him recently.

### **14. Date of Next Meeting:**

**PPG meeting**                      16<sup>th</sup> November 2022 (TBC)